

AFPC



Total Force Casualty Workshop

San Antonio TX

25 - 29 Oct 2004

Overview

AFPC



- Three functions of casualty program
 - Casualty Reporting
 - Casualty Notification
 - Casualty Assistance

Overview

AFPC



- Casualty Assistance Agencies
- Timeline for Active Duty Deceased Personnel
- Initial Death Report
- Duty Status-Whereabouts Unknown (DUSTWUN)
- Very Seriously Ill, Seriously Ill, Incapacitated Illness or Injury

Overview (Con't)

AFPC



- Emergency Family Member Travel (EFMT) (Previously known as EFMT Program)
- Multiple Reportable Casualties
- Imminent Death Retirement
- Retiree Deaths Occurring Within 120 Days After Retiring
- Retiree Deaths Occurring More Than 120 Days After Retiring
- Casualty Notification
- Initial Casualty Visit
- AF Form 58, Casualty Assistance Summary and other Casualty Forms

Overview (Con't)

AFPC



- Transferring Casualty Assistance Case Files
- Condolence and Circumstance Letters
- Steps for Reporting Casualties During Exercises
- ANG and USAFR Deaths
- Servicemembers' Group Life Insurance/Family Member SGLI
- DD Form 93, Record of Emergency Data

Overview (Con't)

AFPC



- vRED (virtual Record of Emergency Data)
- DCIPS Forward (Defense Casualty Information Processing System)
 - The new Casualty Reporting Method
- Imminent Death Medical Retirement

Casualty Charter

AFPC



Provide dignified, compassionate, and humane notification and assistance to family members and other designated persons as promptly as possible after member's casualty status is determined.

Casualty Vocabulary and Terms

AFPC



- Terms

- Language

- Acronyms



- AFI 36-3002, Casualty Services
 - AFI 36-3006, Survivor Benefit Plan (SBP)
and
Supplemental Survivor Benefit Plan (SSBP)
(Active, Guard, Reserve, and Retired)
- VAH 29-75-1 Servicemen's and Veterans'
Group Life Insurance Handbook
- VA Pamphlet 80-99-1, Federal Benefits for
Veterans and Dependents



- AFPAM 36-3027, Casualty Assistance for Survivors of Active Duty Deceased
- AFPAM 36-3028, Casualty Assistance for Survivors of Retired Deceased
 - Both critical in the casualty assistance counseling process

AFPC



**CASUALTY
ASSISTANCE
AGENCIES**

AFPC

Casualty Assistance Agencies



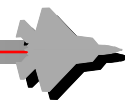
- Office of Servicemembers' Group Life Insurance (OSGLI)
- National Service Life Insurance (NSLI)
- Defense Finance and Accounting Service -Cleveland Center (DFAS-CL)
- Defense Finance and Accounting Service - Denver Center (DFAS-DE)
- Other Military Service Casualty Offices

AFPC

Casualty Assistance Agencies



- Department of Veterans Affairs (VA)
- Social Security Administration



**TIMELINE
FOR
ACTIVE DUTY DECEASED
PERSONNEL
ANG/Res Personnel in a duty
status,
I.e., UTA, AT, IADT, etc.**

Timeline For Active Duty Deceased Personnel

The AFPC logo is in blue, italicized, bold letters. A red horizontal line extends from the end of the word 'Duty' across the slide, ending in a grey arrowhead pointing to the right.

- Day 1 Critical Actions - Reporting and Notification
 - Report the death by phone to HQ AFPC
 - Find out if notification to the NOK has been made
 - Fax to HQ AFPC/DPFCS the deceased member's DD Form 93, Record of Emergency Data, and SGLV 8286, SGLI Election and Certificate
 - Gather the information needed to complete the initial Death Report
 - Complete and transmit the initial Death Report within 4 hours of learning of the casualty

Timeline For Active Duty

AFPC — ~~Deceased Personnel~~ —

(Con't)

- Complete DD Form 397, Claim Certificate and Voucher for Death Gratuity, provide base Finance Service Office a copy of:
 - Initial death report
 - DD Form 93, Record of Emergency Data/vRED
- Mail to HQ AFPC/DPFCS original copy of:
 - DD Form 93, Record of Emergency Data/vRED
 - SGLV 8286, SGLI Election and Certificate
 - SGLV 8285, Request for Insurance (if applicable)
- Fax to Office of Servicemembers' Group Life Insurance (OSGLI) a copy of:
 - Initial Death Report
 - SGLV 8286, SGLI Election and Certificate

Timeline For Active Duty Deceased Personnel, (Con't)

AFPC



- Day 2 Critical Actions

- Arrange delivery of Death Gratuity payment to NOK
- Arrange a casualty assistance visit with NOK
- Submit the mandatory supplemental casualty report to HQ AFPC/DPFCS for message items (if not confirmed on initial death report) :
 - B - Grade
 - P - Special condolence letter(Chief of Staff Letter)
 - T - SGLI
- Submit additional supplemental casualty reports should information need to be confirmed, corrected, or added

Timeline For Active Duty

AFPC

Deceased Personnel, (Con't)



- Day 5 Critical Actions

- Before the commander mails the circumstance and condolence letters to the NOK, the CAR should review them
 - Mail or fax a copy to AFPC/DPFCS
- Ensure the MPF Customer Service Element mails to the appropriate agency the deceased member's:
 - Unit Personnel Record Group (UPRG)
 - Medical Records
 - Dental Records

Timeline For Active Duty

AFPC ~~Deceased Personnel,~~ (Con't)

■ Day 15 Critical Action

- Send the benefit advice letter(s) to the member's parents, if they are not the NOK receiving the initial casualty assistance visit

■ 30 Days

- Contact the NOK receiving casualty assistance at least once every 30 days for the first 4 months after the member's death

■ 60 Days

- Contact the NOK receiving casualty assistance at least once every 60 days starting with the 5th month after the member's death, until case file is closed

Timeline For Active

AFPC

Duty Deceased

Personnel, (Con't)



■ 5th Month

- Request an extension to keep a case open
- Include in the memorandum, message or email request:
 - Reason for the extension
 - Efforts made to resolve problems
 - Approximate date when the case file will be closed

■ 6th Month

- Close the case file

What is a casualty?

AFPC



- A casualty is:
 - “any person who is lost to the organization by having been placed in a temporary or permanent casualty status.”

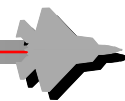
What is a Casualty Status?

AFPC



- There are 7 Casualty Statuses:
 - Deceased
 - DUSTWUN (a temporary status)
 - Missing
 - Very Seriously Ill or Injured (VSI)
 - Seriously Ill or Injured (SI)
 - Incapacitating Illness or Injury (III)
 - Not Seriously Injured (NSI)

AFPC



Air National Guard (ANG)
and
United States Air Force Reserve (USAFR)
Deaths



- Determine the member's duty status

- If status is:
 - Active Duty (AD)
 - Active Duty for Training (ADT)
 - Inactive Duty Training (IDT)
 - Performing authorized travel directly to or from such duty

Report the member the same as an active duty death



- If status is:
 - Non-duty
 - Retired USAFR member not eligible to receive retirement pay
 - USAFR member assigned to HQ ARPC for training
 - USAFR nonparticipating member assigned to HQ ARPC
 - ANG/USAFR Senior officer

then report the member as directed in
Chapter 6

Casualty Messages

AFPC



- Initial Death Report Message
- Supplemental Death Report Message
- VSI/SI/III Report Message
- DUSTWUN Message
- Missing Message
 - Captured; Missing; etc...
- Abbreviated Casualty Report
 - NSI Casualty Report
 - Mass Casualty Report

Mortuary Affairs Base Services

AFPC



- The duties and responsibilities of the
 - Family Liaison Officer (FLO)
 - Mortuary Officer
 - Summary Courts Officer

AFPC



INITIAL DEATH REPORT

INITIAL DEATH REPORT

AFPC



■ Casualty Reports

- The CAR immediately telephones HQ AFPC, Casualty Services Branch (DPFCS) at DSN 665-3505 or 1-800-433-0048 (CONUS bases only) upon learning of a casualty without waiting for confirmation of the data
- Prepare Casualty Reports in an easily readable tabular form, with each item lettered and beginning on a new line
- Always refer to AFI 36-3002, Casualty Services, Attachment 2, Death Report, for proper verbiage and mandatory information that should be included

AFPC INITIAL DEATH REPORT (Con't)

- When use of telephone or electrical communications is not possible due to combat, natural disaster, etc., prepare casualty reports and send them to HQ AFPC/DPFCS by the most expeditious means such as:
 - Pouch
 - Courier
 - First class mail
 - Whatever means possible
- The appropriate casualty report is transmitted or delivered to the base telecommunications center, within **4 hours** of learning of a death

AFPC INITIAL DEATH REPORT (Con't)

- Type of casualty is reported as either:
 - HOSTILE
 - NONHOSTILE
- Never report a death as unconfirmed
 - If there's any doubt, the commander may want to declare the individual AWOL, DUSTWUN, or missing, as appropriate, until he/she confirms the person's status

INITIAL DEATH REPORT (Con't)

AFPC



- Label unknown or unconfirmed items as “TO BE SUPPLEMENTED” or “UNCONFIRMED” respectively and report or confirm the information as soon as possible in a supplemental report
- Do not label an item “TO BE SUPPLEMENTED” if there is reportable information available that would be of:
 - Interest to family members
 - Value to the addressees of the report
- Label any item “not required” or “not applicable,” as “N/A”
- If an initial Casualty Report contains incorrect information, submit a supplemental report at once and label the corrected items “CORRECTED”

INITIAL DEATH REPORT (Con't)

AFPC



- Subject Line of Message Report
 - Always use the subject line with the appropriate reason for the report
 - Enter “CASUALTY REPORT” and:
 - INITIAL DEATH REPORT or SUPPLEMENTAL DEATH REPORT
 - HOSTILE or NONHOSTILE

INITIAL DEATH REPORT (Con't)

AFPC



- Item A – Name of Casualty

Enter the Last Name

- Repeat the Last Name
- Enter the First, Middle, and Suffix if any
- EXAMPLE: Johnson, repeat Johnson, Clayton Emerson Jr.

INITIAL DEATH REPORT (Con't)

AFPC



- Item B - Grade
 - Information must be verified through the member's unit commander and the MPF Promotions Element
 - Posthumous promotions are normally considered when the member:
 - Was projected for promotion
 - Had a line number
 - For Guard/Reserve –
 - Otherwise eligible
 - Projected vacancy

INITIAL DEATH REPORT (Con't)

AFPC



- Item C - SSAN

Example: 123-45-6789 REPEAT 123-45-6789

INITIAL DEATH REPORT (Con't)

AFPC



- Item D - Organization, MAJCOM, Installation, and Duty Status
 - List the complete name of the member's:
 - Unit
 - Installation of assignment, including Army, Air Force, or Fleet Post Office (APO or FPO)
 - MAJCOM
 - Unit and installation of attachment, if applicable

INITIAL DEATH REPORT (Con't)

AFPC



- Guidelines to report the member's duty status at time of death:
 - Report members of the Active Air Force, including USAF Academy cadets as:
 - Active duty (AD)
 - Report member of the ANG and USAFR as:
 - AD
 - Active duty for training (ADT)
 - Inactive duty for training (IDT)

INITIAL DEATH REPORT (Con't)

AFPC



- Item E - Place of Death
 - Enter specific place of death:
 - City and State in CONUS
 - Country or body of water
 - State who pronounced him/her dead

INITIAL DEATH REPORT (Con't)

AFPC



- Item F - Date and Time of Death
 - Enter reporting installation's local date, and approximate time of death
 - Use 24 hour clock
 - Example: 12 MAR 03, 0950 CST (UNCONFIRMED)

INITIAL DEATH REPORT (Con't)

AFPC



- Item G - Manner and Cause of Death
 - If there is no confirmed manner and cause of death, report the preliminary determination and label it “UNCONFIRMED”
 - EXAMPLES:
 - Accident - drowning - unconfirmed
 - Homicide - gunshot wound - unconfirmed
 - Illness - heart attack - unconfirmed
 - Apparent Self-inflicted - gunshot wound - unconfirmed

INITIAL DEATH REPORT (Con't)

AFPC



- Item H - Circumstances
 - Tell an understandable “story” of the events leading up to the casualty
 - Don’t leave out critical details
 - Reports must include an accurate, explicit account of circumstances surrounding the casualty
 - Telephone HQ AFPC/DPFCS for guidance before sending a report containing sensitive information

INITIAL DEATH REPORT (Con't)

AFPC



- Use local dates and times
- NEVER REPORT “ITEM H” AS “UNKNOWN”
 - Initially, report at least factors considered in declaring the person deceased
 - Include unverified information and label it “unconfirmed”
 - Confirm unverified information as soon as possible

INITIAL DEATH REPORT (Con't)

AFPC



- Provide a brief summary of events already reported in DUSTWUN, Missing, VSI, SI, III reports
- EXAMPLE: On 1 Jan 02, at approximately 0900, SSgt Smith lost control of his vehicle on Farm Rd 78, near Kirby TX. He was transported to Brooke Army Medical Center at approximately 1000, where he remained until his death

INITIAL DEATH REPORT (Con't)

AFPC



- Item I – Date of vRED or DD Form 93, Record of Emergency Data
 - Enter the date on the member's latest vRED or DD Form 93.
 - If form is not dated enter "Last vRED or DD Form 93 not dated"

INITIAL DEATH REPORT (Con't)

AFPC



- Item J – Persons Notified or to be Notified
 - Report the name, relationship and address of persons listed on the member's vRED or DD Form 93 and SGLV 8286
 - If any persons listed are active or retired military state grade and branch of service.
 - If any person is ill or deceased state on message

INITIAL DEATH REPORT (Con't)

AFPC



- Item K - Notification Source, Date, and Time
- Correct procedures:
 - Report who notified the persons listed in item J, Persons Notified or To Be Notified
 - Include the date and local time notification was made
 - If the member's commander or a designated representative notified the NOK, state their:
 - Grade
 - Name
 - Assigned organization

INITIAL DEATH REPORT (Con't)

AFPC



- EXAMPLE: Major James E. May, 56MSSQ, notified (name of NOK, and relationship to member) on 14 Oct 96 at 1400L

- If someone outside the Air Force notified the NOK, state person's:
 - Name
 - Title
 - Organization, if applicable

- EXAMPLE: Mr. John A. Mueller, Kent County Coroner, notified (name of NOK, and relationship to member) on 14 Oct 96, at 1415L

INITIAL DEATH REPORT (Con't)

AFPC



- If AFPC/DPFCS is to make notification, state:
 - Request AFPC make notification to the following persons”
 - Name
 - Relationship to member
 - Any other pertinent information
- Who requested AFPC/DPFCS make notification:
 - Spouse
 - Commander
 - Other

INITIAL DEATH REPORT (Con't)

AFPC



- If notification is not advisable due to special circumstances such as ill health, state the reason
- If address of anyone listed on the member's vRED or DD Form 93, Record of Emergency Data, is unknown and that person has not been notified, list:
 - Efforts made by Air Force to find the person
 - Who you queried
 - Results

INITIAL DEATH REPORT (Con't)

AFPC



■ Item L - Casualty Assistance

- State that the “Reporting base is or is not providing casualty assistance to (name and relationship to member)”
 - If the reporting base is not providing casualty assistance:
 - List the base that will assist the NOK
 - Ensure the base is an addressee on all reports

INITIAL DEATH REPORT (Con't)

AFPC



- Item M – Welfare of Spouse and Children
 - If the member's spouse is dead or incapacitated, or was a single parent so state, if not enter "N/A"
 - Describe children's health and status
 - Enter the name, address, and telephone number of person caring for children
 - If spouse was killed or injured in same incident enter spouse's next of kin if known

INITIAL DEATH REPORT (Con't)

AFPC



- Items N & O– Circumstance Letter & Condolence Letter
 - State to whom the Air Force will send letter and the projected dispatch date.
 - Commander will send a circumstance letter to (name and relationship) 22 Sep 02.
 - Or, state why the Air Force will not send letters, if such is the case
 - Commander will not send letter to (name and relationship) since he/she was on scene.

INITIAL DEATH REPORT (Con't)

AFPC



- Item P - Special Condolence Letter
 - This item always applies and must be reported in the initial message, or supplemental message no later than the first duty day after a death is reported
 - Complete this item only after reviewing all records, UIFs, and information from the member's commander
 - Report any information that might help AFPC/DPFCS determine whether to send an Air Force Chief of Staff or a Presidential condolence letter

INITIAL DEATH REPORT (Con't)

AFPC



- Either state:

- Letter is appropriate
- Letter is not appropriate, and provide information to indicate why

- EXAMPLES:

- Divorce pending - letter not appropriate.
- Member under investigation by Air Force Office of Special Investigations (AFOSI) for fraud - letter not appropriate.

INITIAL DEATH REPORT (Con't)

AFPC



- A Special Condolence (from Chief of Staff) letter is not appropriate under circumstances such as:
 - Marital Discord:
 - Member separated from spouse
 - Divorce pending
 - Spouse contributed directly or indirectly to member's death
 - Marriage triangle

INITIAL DEATH REPORT (Con't)

AFPC



- Record of Misconduct:
 - Member was subject to civil or military disciplinary actions
 - Member was AWOL or a deserter
 - Member used drugs or alcohol excessively
Member evaded police
- Investigations:
 - Member was under investigation by security police, AFOSI, or other civil or military law enforcement agency at time of death

INITIAL DEATH REPORT (Con't)

AFPC



Report any information that affects
preparation of a condolence letter

- EXAMPLE: NOK does not read or speak English
 - Indicate which language to use in the condolence letter

INITIAL DEATH REPORT (Con't)

AFPC



■ Item Q – Line of Duty Determination (LOD)

LODs (AF Fm 348) are required for ALL deaths

LOD is presumed to be: “LOD – YES” unless misconduct is suspected.

LODs:

1. Administrative – an entry in the member's medical records
2. Informal – AF Fm 348 – with approval of member's commander, medical authority and JAG
3. Formal – AF Fm 348 – with full investigation if misconduct is suspected

Initial Death Report

AFPC



Supplement message when LOD determination is made.

“LOD – TO BE SUPPLEMENTED” (Indicate any possible circumstances that could hinder the LOD determination) or

“LOD – YES – PER (Rank/Name/Unit of Assignment of commander making determination) and date determination was made” (forward completed AF Fm 348 to AFPC/DPFCS) or

“LOD – NO (Indicate date determination was made, Name/Rank/Unit of assignment of commander making determination, and state when AF Fm 348 documentation will be forwarded to HQ AFPC/DPFCS)

INITIAL DEATH REPORT (Con't)

AFPC



- Item R – Beneficiary for Gratuity Pay
 - If there is a spouse, enter “Spouse”
 - If there is no spouse but surviving children, enter “Children”
 - If there is no surviving spouse or children enter the designated beneficiaries, name and percentages, from the vRED or DD Form 93, item 10.
 - If entry is: “In accordance with current law” state so, and who will receive the gratuity pay
 - Always spell out percentages Example: “Fifty Percent”

INITIAL DEATH REPORT (Con't)

AFPC



- Item S – Beneficiary for Unpaid Pay and Allowances
 - If the member designated the spouse enter “Spouse”
 - Otherwise state name and relationship of one or more beneficiaries.
 - Spell out percentages

INITIAL DEATH REPORT (Con't)

AFPC



- Item T - Servicemembers' Group Life Insurance (SGLI)
- Correct procedures:
 - If stated "UNCONFIRMED" on the initial Death Report, confirm the next duty day by supplemental message after checking with the servicing Finance Service Office (FSO) that amount of SGLI coverage agrees with premium deduction
 - EXAMPLES:
 - SGLI-LUMP-BY LAW, \$250,000, CONFIRMED PER LOCAL FSO.
 - SGLI-36 MONTHS-MRS. JOYCE B. JONES, SISTER, SAME AS ITEM J, \$250,000, CONFIRMED PER LOCAL FSO

INITIAL DEATH REPORT (Con't)

AFPC



- SGLI – certification
- Very important to check with local FSO to determine the amount being deducted
- Many SGLI elections do not match the deduction from the member's pay.
- If different from the SGLI form state:
- 'Member elected \$100,000 coverage on SGLI certificate dated 20 May 02, but FSO confirms deduction of \$20 for \$250,000 coverage'

INITIAL DEATH REPORT (Con't)

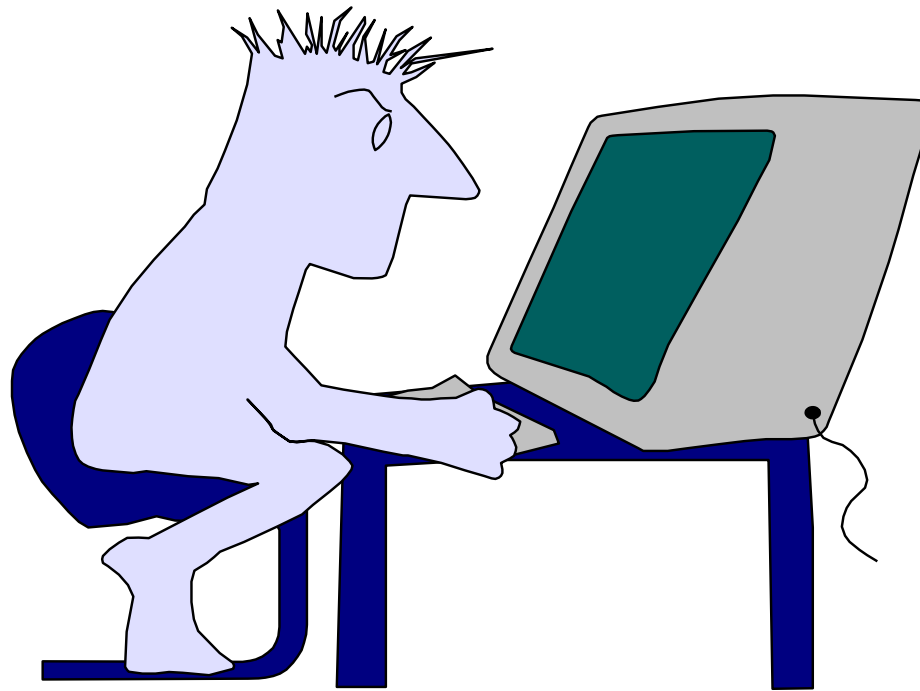
AFPC



- Item U – Additional Information
 - For ANG and USAFR personnel list Home of Record

AFPC ~~INITIAL DEATH REPORT~~ (Con't)

Scenario





**DUTY STATUS
WHEREABOUTS UNKNOWN
(DUSTWUN)**



- DUSTWUN is a transitory casualty status and is applicable only to military personnel
- The responsible commander declares a member DUSTWUN when the commander:
 - Suspects a member's absence is involuntary and that the member may be a casualty
 - Does not feel there is sufficient evidence to make a definite determination of missing or deceased
 - Needs time to gather additional facts and statements from witnesses in order to make a definitive status determination

DUSTWUN (Con't)

AFPC



- Factors commanders should consider to determine whether a member's absence is voluntary or involuntary
 - Member's relationship with others both on and off-duty
 - Financial activities prior to or subsequent to disappearance
 - Evidence of departure preparations

DUSTWUN

AFPC



- Examples of when it may be appropriate to declare a member DUSTWUN
 - An aircraft is overdue and the responsible commander has made an initial investigation with negative results
 - A member disappears while participating in sporting or recreational activities
 - Initial attempts to find the member fail and the commander determines the member is not AWOL
 - A member observes a lead aircraft as it is hit by enemy ground fire
 - A member disappears and there is no known circumstances

DUSTWUN

(Con't)

AFPC



- Commander's Responsibilities

- Use all avenues available in determining whether member's absence is voluntary or involuntary
- Ensures the casualty assistance representative (CAR) submits an initial DUSTWUN Report to HQ AFPC Casualty Services Branch (DPFCS)
- Provides the CAR with results of all search and investigative efforts
- Ensures the CAR submits daily Search Progress Reports unless waived by HQ AFPC/DPFCS

DUSTWUN

(Con't)

AFPC



- Responsibilities of the CAR
 - Educate all commanders and first sergeants on DUSTWUN
 - Once a commander declares a military member DUSTWUN:
 - Immediately telephone HQ AFPC/DPFCS and advise them of the commander's decision
 - Fax to HQ AFPC/DPFCS the member's:
 - DD Form 93 Record of Emergency Data
 - SGLV 8286, SGLI Election and Certificate
 - Any other VA forms related to SGLI
 - A copy of the order or other document placing a Guard or Reserve member on active duty

DUSTWUN

(Con't)

AFPC



- A statement from the Guard unit finance officer, Reserve Pay Unit, or DFAS-DE Center indicating the amount of SGLI deductions and the date of the first and last deduction
- Submit an initial DUSTWUN Report
- Submit daily Search Progress Reports, unless waived by HQ AFPC/DPFCS

DUSTWUN

(Con't)

AFPC



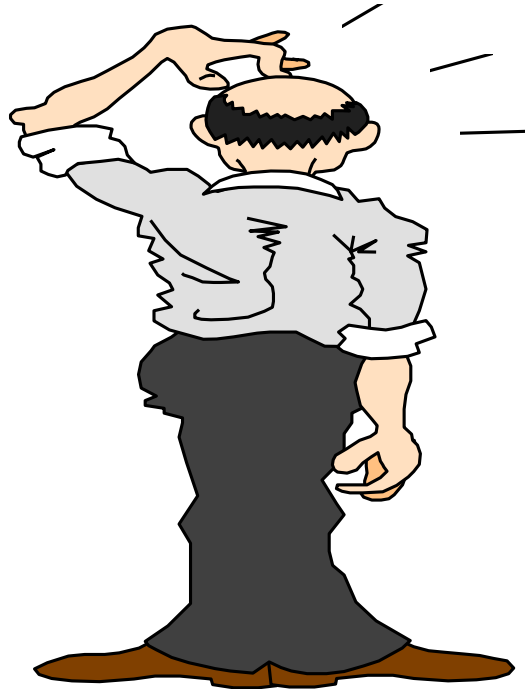
- Within 10 days of filing the initial DUSTWUN Report, unless extended by HQ AFPC Chief of Casualty Matters Division (DPFC), submit one of these reports or messages
 - Death Report
 - Missing Report (Non Hostile)
 - Commander's Preliminary Assessment and Recommendation (Hostile)
 - AWOL Message
 - Return to Military Control Report

AFPC

DUSTWUN (Con't)



Scenario



Missing Status

AFPC



- **Definition**

- Absence is involuntary
- Invokes statutory requirements
- Presumes the person is alive

- **Non-Hostile**

- Title 37/Chapter 10; protects pay and allowances
- Field Commander decision

- **Hostile**

- Title 10/Chapter 76 - DoDI 2310.5
- Field Commander Recommendation
- AFPC Boards of Inquiry - “Mock Board”

Missing Categories

AFPC



- **Missing**—A casualty status for which Title 37, U.S.C., Chapter 10, provides statutory guidance concerning missing members of the Military Services, and Title 5, U.S.C., Chapter 7 provides statutory guidance concerning missing civilians. Excluded are personnel who are in an absent without leave, deserter, or dropped-from-rolls status. A person declared missing is categorized as follows:
 - **Beleaguered**—The casualty is a member of an organized element that has been surrounded by a hostile force to prevent escape of its members.
 - **Besieged**—The casualty is a member of an organized element that has been surrounded by a hostile force for compelling it to surrender.
 - **Captured**—The casualty has been seized as the result of action of an unfriendly military or paramilitary force in a foreign country.

Missing Categories

AFPC



- **Detained**—The casualty is prevented from proceeding or is restrained in custody for alleged violation of international law or other reason claimed by the government or group under which the person is being held.
- **Interned**—The casualty is definitely known to have been taken into custody of a nonbelligerent foreign power as the result of and for reasons arising out of any armed conflict in which the Armed Forces of the United States are engaged.
- **Missing**—The casualty is not present at his or her duty location due to apparent involuntary reasons and whose location is unknown.
- **Missing In Action (MIA)**—The casualty is a hostile casualty, other than the victim of a terrorist activity, who is not present at his or her duty location due to apparent involuntary reasons and whose location is unknown

AFPC



EMERGENCY FAMILY MEMBER TRAVEL (EFMT) PROGRAM



EMERGENCY FAMILY MEMBER TRAVEL (EFMT) PROGRAM



POLICY

The Air Force provides round-trip transportation for not more than two family members to the medical facility of a member SI, VSI, or in a situation of imminent death, whether or not electrical brain activity still exists or brain death is declared, when hospitalized in or outside the United States, if the attending physician or surgeon and the commander or head of the military medical facility exercising military control over the member determines that the presence of the family member may contribute to the member's health and welfare.

EFMT PROGRAM

(Con't)

AFPC



- The EFMT Program applies to family members of:
 - Active duty Air Force members
 - Air National Guard members in a duty status
 - United States Air Force Reserve members in a duty status

EFMT PROGRAM

(Con't)

AFPC



- Family Members Eligible for Invitational Travel
 - Member's spouse
 - Children of member
 - Including step, adopted, and illegitimate children where paternity is acknowledged)
 - Parents of member
 - Including step, adopted, or persons in loco parentis to the member for a period of not less than 1 year immediately before the member entered the Air Force
 - Siblings of member

EFMT PROGRAM

(Con't)

AFPC



■ Transportation

- The Air Force reimburses family members for cost of travel between their residence and the location of the medical facility in which the member is hospitalized
- Incidental expenses such as food, lodging, and transportation while in the vicinity of the medical facility are the responsibility of the family member

EFMT PROGRAM

(Con't)

AFPC



- Responsibilities:

- Attending Physician or Surgeon: Initiates the EFMT request whenever the presence of family members may contribute to the member's health and welfare
- MTF Commander or Head of the military medical facility: Approves or disapproves the attending physician's or surgeon's EFMT request on AF Fm 570
- Ensures MTF personnel are familiar with the EFMT program and eligibility

EFMT PROGRAM

(Con't)

AFPC



The MTF Commander(Con't)

- Ensures the CAR is immediately notified if the EFMT request is approved
- Provides the CAR necessary information to request transportation arrangements from AFPC/DPFCS
- Coordinates with the member's unit commander to ensure NOK are promptly notified of the member's condition, whether or not EFMTs have been requested

EFMT PROGRAM

(Con't)

AFPC



- Unit Commander's Responsibilities
 - Coordinates notifying the NOK of member's condition with the MTF or civilian hospital
 - Assigns a unit representative to act as personal escort to receive the family members
 - Ensures the personal escort:
 - Arranges for the NOK's quarters and meals
 - Provides assistance to the NOK as needed
 - Remains in contact with the NOK during their stay
 - Informs the CAR when the NOK desire to return home, so HQ AFPC/DPFCS can arrange transportation

EFMT PROGRAM

(Con't)

AFPC



- CAR's Responsibilities:
 - OPR for the base level EFMT program
 - Establishes local procedures
 - Contacts AFPC/DPFCS when EFMTs are approved
 - Submits appropriate Casualty Report to HQ AFPC/DPFCS to confirm the EFMT
 - On receipt of the family member's travel itinerary from HQ AFPC/DPFCS, informs the personal escort selected by the unit commander

EFMT PROGRAM

(Con't)

AFPC



- For members hospitalized away from their home installation, arranges for someone to act as the personal escort
- Stays in contact with the personal escort and finds out when the next of kin want to go home and tells HQ AFPC/DPFCS by telephone or message

EFMT PROGRAM

(Con't)

AFPC



- HQ AFPC/DPFCS' Responsibilities
 - Ensures the EFMT request meets public law requirements
 - Publishes EFMTs authorizing transportation
 - Contacts the NOK, verifies that they want to travel to the member's bedside and books the most practical mode of commercial air transportation
 - Provides NOK instructional procedures and guidance on obtaining Passports and other matters related to travel
 - Sends the CAR the NOK's travel itinerary

EFMT PROGRAM

(Con't)

AFPC



- HQ AFPC/DPFCS' Responsibilities (Con't)
 - Informs the NOK that the Air Force may reimburse them for certain transportation cost and to save all expense receipts and other travel documentation
 - Authorizes reimbursement of NOK's travel expenses
 - Initiates reimbursement to NOK for cost of personally procured commercial transportation such as airfare or driving expenses for travel by privately owned vehicle

EFMT TEMPORARY OIF/OEF RULES

AFPC



- Current law allows for per diem for NOK of OIF/OEF casualties
- 2 family members
- Initial automatic 12 days travel/per diem
 - 10 days, plus 2 days travel
- Up to a total of 32 days if approved by DPF
- Beyond 32 days must be approved by SAF/MR

AFPC



■ Questions?



**VERY SERIOUSLY ILL OR INJURED
(VSI)**

**SERIOUSLY ILL OR INJURED (SI)
INCAPACITATING ILLNESS OR INJURY
(III)**

VSI, SI, III

AFPC



■ Reporting VSI, SI, or III Casualties

- When a member is hospitalized and determined by medical authority to be VSI or SI or have an Incapacitating illness or injury (III), the responsible commander has the CAR submit a Casualty Report IF:
 - 1. AFPC assistance is needed to notify the NOK
 - 2. EFMTs are requested
 - 3. Member is in a Qualified Hazardous Combat Zone (QHDA), Combat Zone (CZ)
 - 4. Injuries were received as a result of hostile or terrorist activity
- Family members and civilians are only reported when requesting that HQ AFPC Casualty Services Branch (DPFCS) effect notification to the next of kin

VSI, SI, III Con't

AFPC



- CAR Responsibilities for Reporting VSI, SI, or III Casualties
 - Contact HQ AFPC/DPFCS by telephone to report the member's status and possible notifications or EFMT request
 - Gather information for the Casualty Report from Medical Treatment Facility (MTF) or civilian hospital
 - Submit the initial Casualty Report the same day notified
 - Use item M, NOK Invitational Travel, to request invitational travel authorization for NOK of military members who are determined VSI or SI

VSI, SI, III Con't

AFPC



- **QUESTION:** Are VSI, SI, and III casualties reported in the CONUS?
- **QUESTION:** If so when are they reported in the CONUS?

VSI, SI, III (Con't)

AFPC



- VSI, SI, and III Medical Progress Reports (MPR) – Initial and every 4 days if:
 - injuries resulted from hostile or terrorist activity or member was assigned to QHDA or CZ
- All others when there is a change in status
- Patient is moved

VSI, SI, III (Con't)

AFPC



■ Method of Notification

- The member's commander or designated representative, or HQ AFPC/DPFCS, normally notifies the NOK of these casualties by telephone
- The member's commander may delegate notification duties to the member's first sergeant or attending physician
- The commander should consider making a personal notification only if they know the NOK are in ill health

VSI, SI, III (Con't)

AFPC



- Any commissioned officer or master sergeant through chief master sergeant may accomplish the notification
- In all cases, the individual notifying the NOK should be of equal or higher grade than the ill or injured member
- The member's commander must maintain close communication with the MTF or civilian hospital to ensure that an appropriate official notifies the NOK

VSI, SI, III (Con't)

AFPC



- Whenever the member is able to communicate, the member's desires on which NOK to notify, if any, should be honored
- The commander may notify NOK against the member's wishes if the commander decides notification is necessary

VSI, SI, III (Con't)

AFPC



- If the member is unable to communicate, family members listed in items 4 through 8 on the member's DD Form 93, Record of Emergency Data, as applicable, must be notified by either the member's commander, NOK, or HQ AFPC/DPFCS
- When there is no adult NOK such as a single parent or divorced member whose children reside with a former spouse, HQ AFPC/DPFCS will notify the NOK

VSI, SI, III (Con't)

AFPC



- The member's commander notifies NOK and keeps them informed of the member's medical progress when the member is hospitalized:
 - Overseas and NOK live overseas
 - In the CONUS and the NOK live in the CONUS
- HQ AFPC/DPFCS notifies the NOK and provides medical progress updates when a member is hospitalized:
 - Overseas and the NOK live in the CONUS
 - In the CONUS and the NOK live overseas



Scenario





**MULTIPLE
REPORTABLE
CASUALTIES AND THE CAST
TEAM**

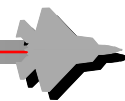
Multiple Reportable Casualties

AFPC



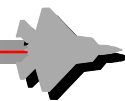
- What Is Considered A Multiple Reportable Casualty?

Multiple Reportable Casualties



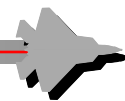
- Abbreviated Casualty Reports are used to:
 - Expedite the flow of information to HQ AFPC/DPFCS when multiple casualties are involved and submitting standard Casualty Reports would delay notifying NOK
 - Give HQ AFPC/DPFCS information for casualty accountability purposes and to provide information on newsworthy events
 - Helps HQ AFPC/DPFCS expedite notification to the NOK without news media interference

Multiple Reportable Casualties (Con't)



- Upon receiving information of multiple casualties and before submitting an abbreviated Casualty Report, the CAR should immediately contact HQ AFPC/DPFCS
 - HQ AFPC/DPFCS may waive the requirement to submit abbreviated Casualty Reports, depending on the nature of the incident and number of casualties
- When telephone contact cannot be made with HQ AFPC/DPFCS, the military personnel flight (MPF) commander determines if abbreviated Casualty Reports are necessary.

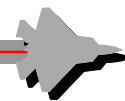
Multiple Reportable Casualties (Con't)



The Abbreviated Report

- The CAR should submit items A through D on an abbreviated Casualty report.
 - When additional information becomes available, submit another abbreviated Casualty Report for the remaining items (E through I).
- When conditions permit, submit the standard initial Death Reports on personnel listed in AFI 36-3002, Casualty Services, tables 1.1 and 1.2

Multiple Reportable Casualties (Con't)



The Abbreviated Report

- Report first those casualties requiring personal notification to the NOK
 - Deceased & Missing
- Don't delay report while gathering facts on less serious casualties
- Report information on injured personnel in a subsequent abbreviated Casualty Report

Abbreviated Report

AFPC



Sample Message

SUBJ: Casualty Report, Abbreviated, Nonhostile

A. Multiple Reportable Casualties

B. Aircraft Crash on base, C-141

C. 23 Feb 00, 0700L

D. Deceased 2 repeat 2. VSI 3 repeat 3. NSI 2 repeat 2. Figures are estimates at this time.

Abbreviated Report

AFPC



Sample Message

SUBJ: CASUALTY REPORT, ABBREVIATED, NOHOSTILE REF
OUR 02231500z FEB 00 MSG, SM SUBJ

- A. MULTIPLE REPORTABLE CASUALTIES
- B. AIRCRAFT ACCIDENT, C-141
- C. 23 Feb 00, 0700L
- D. DECEASED 2 REPEAT 2, VSI 3 REPEAT 3, NSI 2 REPEAT 2
- 1E. MOUSE REPEAT MOUSE, MICKEY DISNEY
- 1F. SSGT, 123-45-6789, USAF
- 1G. DECEASED
- 1H. 12 MAR 97

Abbreviated Report

AFPC



Sample Message

- 1I. REPORTING INSTALLATION TO NOTIFY SPOUSE
AND CHILDREN
- 2E. BUNNY REPEAT BUNNY BUGS WARNER, PILOT
- 2F. MAJ, 654-98-7125, USAF
- 2G. VSI, COLLAPSED RIGHT LUNG
- 2H. 5 SEP 99
- 2I. REPORTING INSTALLATION TO NOTIFY SPOUSE

CAST Team

AFPC



- CAR Responsibilities
 - CAR *manages* the operation:
 - CAR briefs CAST on situation
 - CAR assigns CAST members shifts and duties
- Assigned Duties
 - Message Drafting (1-2 People)
 - Status Board
 - Casualty Log (MR)
 - Notification Team Prep
 - Phones

Message Drafting

AFPC



- Assign 1 or 2 People
- Should Not be a “Typist”
- Drafter Should Be Familiar with Message Format

Status Board

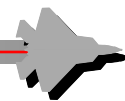
AFPC



Rank/Name/SSAN	Status	Unit	NOK	Noti Status	Abbr. Report	Final Report	Assistance Visit
SSgt/Mouse, Mickey/1234567980	DUSTWUN	55 SFS	Spouse /Parent s	Pending/ Sq CC	Yes	No	No
1Lt/Duck, Donald/9875642310	Deceased	423 FTS	Parents	Pending /AFPC	Yes	No	No
Maj/Bunny,Bugs/65 4987125	VSI	423 FTS	Spouse/ Parents	Pending /SQ CC	Yes	No	N/A

Casualty Log (MR)

AFPC



C-141 Crash, 23 Feb 00

0725/23 Feb 00--MPF/CC was contacted by Wing Command Post (CCP) of aircraft incident involving C-141 and possible multiple casualties.

0728--MPF/CC contacted CAR and initiated activation of CAST. CAR contacted AFPC/DPFCS and reported incident to duty technician (SSgt Fleming)

0731--CAR contacted CCP for POC on Battle Staff. MSS/CC will provide data to and from CAST

.....

1543--Noti team on SSgt Mouse reports notis complete, spouse will noti parents. Amn Foster reported to AFPC noti completion.

1612--Initial Death Report on SSgt Mouse released. AFPC notified.

Notification Team Prep

AFPC



■ Focus Will Be

- Notification Letters
- Briefing The Notification Team
- Gathering Members of the Medical & Chaplain Staff

Phone

AFPC



- Making Note For The MR
- Making Calls For Information

AFPC



REPORTING CASUALTIES DURING EXERCISES



STEPS FOR REPORTING CASUALTIES DURING EXERCISES (Con't)



CAR should establish and maintain communication with the battle staff to provide and obtain vital reportable information

CAR/CAST members should gather information needed to prepare the casualty reports



- 5 CAR must contact AFPC/DPFCS for guidance on what type of message to transmit
 - Standard death report is submitted if it doesn't delay notification to NOK
 - Abbreviated casualty reports are submitted when there are multiple casualties to report
- MPF Commander or CAR must obtain AFPC/DPFCS approval prior to transmitting "EXERCISE" casualty messages



- ⑦ Send “EXERCISE” casualty messages only to agencies:
 - Participating in the exercise
 - Approved by HQ AFPC/DPFCS
- Transmit the “EXERCISE” casualty reports as if they were real reports
 - Indicate “EXERCISE REPEAT EXERCISE” in the:
 - Subject line
 - Closing sentence
 - Confirm Delivery Block



- ⑨ Indicate “EXERCISE REPEAT EXERCISE” on a label placed on the diskette for transmission
 - Ensure there are no other messages on the disk
- If the diskette is placed in a folder to be carried to the telecommunication center for transmission, place a label stating “EXERCISE REPEAT EXERCISE” on the outside cover of the folder

Application

Procedures

AFPC



- Death Gratuity
- Unpaid Pay and Allowances
 - Montgomery GI Bill/VEAP
 - BAH
 - DIC
 - SGLI
 - VGLI
 - SDVI
 - SBP

How much will SBP be?

AFPC



- 1. Compute Retired Pay
 - Which Retirement Plan does the member have?
 - Date Initially Entered US Service (DIEUS Date)
 - First date committed to US Service
 - 5 Retirement Plans
 - 3 Plans based on length of service
 - Prior to 8 Sep 80
 - High-3 (36 Months) - 8 Sep 80 – 1 Aug 86
 - Redux – 1 Aug 86 (only if they took CSB)
 - Disability System
 - Reservist/Guard at age 60 – points plan

Computing Retired Pay

AFPC



- Prior to 8 Sep 80
 - 2.5% of Base Pay X Years Service =
 - 50% at 20 active duty years
- High-3 (36)
 - 2.5% of Average of highest 36 months of base pay X years service
- Redux – if they take the CSB at 15 Years
 - 2.5% of Average highest 36 months of base pay X years service minus .01 for every year less than 30 active years

Computing Retired Pay

AFPC



- Redux – if they take the CSB at 15 Years
 - 2.5% of Average highest 36 months of base pay X years service minus .01 for every year less than 30 active years
 - Results in 40% at 20 years of active service
 - Cost of Living Adjustment (COLA) minus 1% each year
 - One-time make up at age 62 – then COLA minus one continues

Computing SBP/Retired Pay

AFPC



■ Disability Pay

- Percent of Disability X Base Pay or Average Base Pay if entered after 8 Sep 80
- Multiplier is disability rating – 10% increments
- Example: 60% Disability Rating
 - $60\% \times \$2000 \text{ (base pay)} = \1200
- Can not exceed 75% of base pay
- 80, 90, 100% disability = 75% of base pay

Casualty Benefits and Application Procedures, cont'd

AFPC



- Death Gratuity
 - Active Duty
 - Lump sum payment (\$12,000) made to eligible beneficiaries of an active duty member
 - Application Procedures
 - To apply for the death gratuity payment, provide the base FSO a copy of the member's DD Fm 93, Record of Emergency Data, the initial Death Report and the DD Fm 2048. The FSO should complete the DD Fm 397 and issue the check to the CAR for delivery to the NOK.
 - UNDER NO CIRCUMSTANCES WILL A CAR DELIVER A GRATUITY CHECK TO THE MOTHER OF A CHILD
 - DFAS will make payment direct after receipt of the AF Fm 397
 - FAX to DSN: 665-2348 – AFPC/DPFCS

Casualty Benefits and Applications Procedures, cont'd

AFPC



- 120 Day Retiree
 - Lump sum payment (\$12,000) made to eligible beneficiaries of a retiree who dies within 120 days after retiring.
 - The Defense Finance and Accounting Service – Cleveland (DFAS-CL) Center issues the payment when VA makes service-connected determination.
 - ***Never issue 120-day death gratuity locally***
- Application Procedures (PDRL/TDRL)
 - Complete DD Fm 397, Claim Certificate and Voucher for Death Gratuity
 - Leave items 1, 2, 3, 4, and 18 blank. Add payee's Social Security Number in item 5.
 - FAX to HQ AFPC/DPFCS – DSN: 665-2348
 - Mail original to: DFAS-CL/FRCAE (Casualty), P.O.Box 99191, Cleveland OH 44199-1126

Casualty Benefits and

Application Procedures, cont'd

AFPC



- Claim applications may require one or more of the following support documents. If required, FAX to AFPC/DPFCS:
 - Marriage Certificate (Copy only)
 - Birth Certificate(s) (Copy only)
 - DD Form 1300, Report of Casualty or Civilian Death Certificate.
 - DD Form 93, Record of Emergency Data
 - Civilian Court Custodianship Certificate or Guardianship Order.
 - Signed VARO Rating Decision Code Sheet verifying retiree's service-connected disability, which authorizes death gratuity.
- Application for YOS retirees who die within 120 days
 - Same process as medical retirees

AFPC Casualty Benefits and Application Procedures, cont'd

- Fax (DSN 665-2348) a copy to HQ AFPC/DPFCS.
- Mail the original to:
DFAS-CL/FRCAE
P.O. Box 99191
Cleveland OH 44199-1126
- NOTE: Even if NOK isn't eligible for DIC, submit VA Form 21-534, Application for DIC or Death Pension by Surviving Spouse or Child, or 21-535, Application for DIC by Parent(s), so the VA can determine if death was service-connected. This action must be done before DFAS-CL/FRCAE will issue the death gratuity payment.

Casualty Benefits and Application Procedures, cont'd

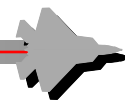
AFPC



- Claim applications may require one or more of the following support documents. If required, Fax (DSN 665-2348) to HQ AFPC/ DPFCS and mail to DFAS-CL/FRCAE with the DD Form 397.
 - Marriage Certificate (copy only).
 - Birth Certificate(s) (copy only).
 - DD Form 1300, Report of Casualty or Civilian Death Certificate.
 - DD Form 93, Record of Emergency Data.
 - Civilian Court Custodianship Certificate or Guardianship Order.
- When the VARO has made a determination of service-connected, fax (DSN 665-2348) to HQ AFPC/DPFCS the signed VARO Rating Decision Code Sheet.
- HQ AFPC/DPFCS will advise DFAS-CL/FRCAE that payment of death gratuity is or isn't authorized.

Casualty Benefits and Application Procedures, cont'd

AFPC



■ Unpaid Pay and Allowances

■ Active Duty

- **Upon death of an active duty member, any pay and allowances due but not paid to the member, are paid to the designated beneficiary named on the member's DD Form 93, Record of Emergency Data.**
- **Unpaid pay and allowances may include unpaid basic pay, payment for up to 60 days of accrued leave, basic allowance for housing for up to 180 days, amounts due for travel, per diem expenses, transportation of eligible family members, shipment of household goods, and unpaid installments of the variable reenlistment bonus. DFAS-DE Center will audit the decedent's pay record and issue a check for any amount due to the designated beneficiary.**

■ Application Procedures

- **The claim form required to apply for this benefit is Standard Form 1174, Claim for Unpaid Compensation of Deceased Member of the Uniformed Services.**



Casualty Benefits and Application Procedures, cont'd



- Mail the original claim form and copies of any supporting documentation, as listed in AFI 36-3002, table 4.2, to DFAS-DE/PMJPC, P.O. Box 20609, Denver, CO 80220-0609.
- NOTE: When unpaid pay and allowances is divided, the base with primary assistance responsibility will submit all applications in one package.
- Claim applications may require one or more of the following support documents. If required, mail to DFAS-CL/FRCAE with the SF 1174.
 - Death Certificate of beneficiary, if deceased.
 - Marriage Certificate, if marriage information on death certificate is contradictory.
 - Birth Certificates for children, if not designated beneficiaries.
 - Court Appointment of Executor of Estate.
 - Civilian Court Custodianship Certificate or Guardianship Order.
- Contact the base FSO prior to checking with DFAS-CL on the status of Unpaid Pay and Allowances.



Casualty Benefits and Application Procedures, cont'd



- 120 Day Retiree & More than 120 Day Retirees
 - A retiree's retirement pay stops on the day the retiree dies.
 - Is a lump sum payment the Air Force pays the beneficiary named by the retiree.
 - Includes all pay due the retiree from the first day of the month of death through the date of death, but unpaid at the time of death.
 - NOK must return retirement pay checks received after the retiree's death to DFAS-CL for reissuing to the beneficiary.
- Application Procedures
 - Complete and mail Standard Form (SF) 1174, Claim for Unpaid Compensation of Deceased Member of the Uniformed Service, with supporting documentation to:
Defense Finance and Accounting Service
U.S. Military Annuitant Pay
P. O. Box 7131
London, KY 40742-7131



Casualty Benefits and Application Procedures, cont'd



- NOTE: When unpaid pay and allowances is divided, the base with primary assistance responsibility will submit all applications in one package.
- Claim applications may require one or more of the following support documents. If required, mail to DFAS-CL with the SF 1174.
 - Death Certificate of beneficiary, if deceased.
 - Marriage Certificate, if marriage information on death certificate is contradictory.
 - Birth Certificates for children, if not designated beneficiaries.
 - Court Appointment of Executor of Estate.
 - Civilian Court Custodianship Certificate or Guardianship Order.
- Contact the base FSO prior to checking with DFAS-CL on the status of Unpaid Pay and Allowances.

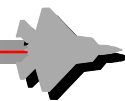
Casualty Benefits and Application Procedures, cont'd

AFPC



- VEAP and GI Bill Reimbursement (AD and All Retirees)
 - **If the member contributed to this program, the VA will pay a special Montgomery GI Bill death benefit to a designated survivor in the event of the service-connected death of an individual while on active duty.**
 - **The deceased must either have been entitled to educational assistance under the Montgomery GI Bill program or a participant in the program who would have been so entitled but for the high school-diploma or length-of-service requirement.**
 - **The amount paid will be equal to the deceased member's actual military pay reduction less any educational benefits paid. The death benefit is made in "by-law" fashion to the spouse, children, and parents, and will not be paid to anyone else in the "by-law" chain.**

Casualty Benefits and Application Procedures, cont'd



■ Application Procedures

- If the NOK is eligible to receive the death benefit, submit a letter on behalf of the NOK, with copies of supporting documentation listed in AFI 36-3002, tables 4.2 and 4.3, to the VARO, St. Louis Regional Processing Officer, ATTN: Chapter 30, Montgomery GI Bill, PO Box 66830, 331/225, St. Louis MO 63103-6830.

Casualty Benefits and Application Procedures, cont'd

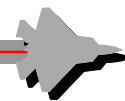
AFPC



- Basic Allowance for Housing (BAH)
 - Active Duty only
 - **Eligible family members of deceased active duty members who die are entitled to 180 days of housing allowance or to remain in government quarters up to 180 days at no charge.**
 - **DFAS-DE/FJPC is required by Title 37 U.S.C. Section 403[1], to make this payment to eligible beneficiaries.**

Casualty Benefits and Application Procedures, cont'd

AFPC



■ Survivor Benefit Plan

- **SBP is a monthly annuity paid by the Air Force to the surviving spouse or eligible children, of a member who dies on active duty in the line of duty.**
- **The initial annuity paid to a surviving spouse is equal to 55 percent of the retired pay to which the member would have been entitled based upon years of active service if the member had retired on the date of death. The annuity is reduced by the amount of the monthly Dependency and Indemnity Compensation payment awarded and paid to the surviving spouse by the VA.**
- **When the surviving spouse reaches age 62, the SBP annuity is reduced to 35 percent. The annuity is paid until the spouse dies, but is suspended upon remarriage before age 55.**



Casualty Benefits and Application Procedures, cont'd



■ Application Procedures

■ Active Duty & Retiree

- Fax to HQ AFPC/DPFCS, and DFAS-CL, the following completed applications and documents:
 - DD Form 1884, Application for Annuity Under the Retired Serviceman's Family Protection Plan (RSFPP) and/or Survivor Benefit Plan (SBP)
 - TD Form W-4P, Withholding Certificate for Pension or Annuity Payments
 - SF 1199A, Direct Deposit Sign-Up Form
 - Death Certificate
 - DD Form 1300 (Active duty only)
 - AF Form 348, Line of Duty Determination (Active Duty only)
 - SBP Worksheet (Prepared by AFPC/DPFCS – active duty))



Casualty Benefits and Application Procedures, cont'd



- Claim applications may require one or more of the following support documents:
 - Civilian Court Custodianship Certificate or Guardianship Order.
 - Medical statement for child disabled prior to age 18.
 - School Certification for children 18 years or older
 - Divorce Decrees/Death Certificate from Previous Marriages
 - Birth Certificate for child, if the spouse was married to the member for less than one year.
 - Police report, court verdict, or coroner's report as applicable.

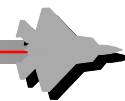
Casualty Benefits and Application Procedures, cont'd



- **Dependency and Indemnity Compensation (DIC)**
 - The VA pays DIC to eligible family members of retirees who the VA determines died from service-related injury or illness.
 - Widows or widowers.
 - Unmarried children under age 18.
 - Certain helpless children over age 18.
 - Children between age 18 and 23 attending a VA-approved school.
 - Certain parents.
 - DIC isn't paid if VA determines that member's own misconduct contributed to the death.
 - NOK may file an appeal of a denied claim with the Board of Veterans Appeals within 1 year from the date of denial.

Casualty Benefits and Application Procedures, cont'd

AFPC



■ DIC Application Procedures

■ Active Duty

- Complete on all deaths either VA Form 21-534, Application for DIC or Death Pension by Surviving Spouse or Child, or VA Form 21-535, Application for DIC by Parent(s), if applicable.
 - FAX to VARO in Philadelphia PA (215) 381-3084
 - FAX to HQ AFPC/DPFCS the appropriate claim form and the documents listed below.
 - Mail the original claim application and copies of any supporting documentation as listed in table 4.2, to
 - **VARO and Insurance Center**
 - **P. O. Box 8079**
 - **Philadelphia PA 19101**



Casualty Benefits and Application Procedures, cont'd



■ 120 Day Retiree Application Procedures

- Complete on all retirees either VA Form 21-534, Application for DIC or Death Pension by Surviving Spouse or Child, or VA Form 21-535, Application for DIC by Parent(s), if applicable
 - Telefax (DSN 665-2348) to HQ AFPC/DPFCS the appropriate claim form and the documents listed below.
 - Mail the original claim form with the documents listed below to:
 - VARO-CL
 - ATTN: Adjudication Officer 21
 - 1240 East Ninth Street
 - Cleveland OH 44199
 - Death Certificate
 - DD Form 214
 - Retirement Order



Casualty Benefits and Application Procedures, cont'd



■ Retiree Application Procedures

- Complete on all retirees either VA Form 21-534, Application for DIC or Death Pension by Surviving Spouse or Child, or VA Form 21-535, Application for DIC by Parent(s), if applicable.
 - Mail to the State Veterans' Affairs Regional Office (VARO) the original claim application with the following support documents:
 - Death Certificate.
 - DD Form 214.
 - Retirement Order.



Casualty Benefits and Application Procedures, cont'd



- DIC Applications May Require the following Documents (For all deceased members):
 - AF Fm 348, LOD (for active duty)
 - Marriage certificate.
 - Divorce decree or death certificate for proof of termination of previous marriage.
 - Birth certificates for children.
 - Civilian Court adoption or custody documents.
 - School certification for full-time students up to age 23.
 - Medical statement for certain disabled children.
 - Immigration and Naturalization documents.
 - DD Form 2058, State of Legal Residence Certificate.
 - **AF Form 618, Medical Board Report** (for PDRL and TDRL personnel only).



Casualty Benefits and Application Procedures, cont'd



- Servicemember's Group Life Insurance
 - **The service member determines amount of SGLI coverage from \$10,000 up to a maximum of \$250,000. (Some members decline coverage.)**
 - **The Office of Servicemember's Group Life Insurance (OSGLI) processes and pays claims under the jurisdiction of the Department of VA.**



Casualty Benefits and Application Procedures, cont'd



■ SGLI Application Procedures

■ Active Duty

- To file a claim for SGLI, complete Form SGLV 8283, Claim for Death Benefits.
 - Fax the form and a copy of the initial death report to OSGLI at DSN 247-5111 (ask operator for commercial fax number (973) 802-7991)
 - Mail original claim form and any supporting documentation to:
HQ AFPC/DPFCS
550 C Street, Suite 14
Randolph AFB TX 78150-4716

Casualty Benefits and Application Procedures, cont'd

AFPC



■ SGLI Application Procedures

- 120 Day Retiree
- Retirees are covered for 120 days following retirement, with no charge to the retiree.
- Retirees rated totally disabled on date of retirement can retain free SGLI coverage for up to 1 year after retirement, or until the disability ceases to be total in degree, but not for more than 1 year.
 - To file a claim for SGLI, complete Form SGLV 8283, Claim for Death Benefits.

- Mail original claim form and any supporting documentation to:

HQ AFPC/DPFCS
550 C Street, Suite 14
Randolph AFB TX 78150-4716



Casualty Benefits and Application Procedures, cont'd



- SGLI Application Procedures
 - Claim applications may require one or more of the following support documents.
 - Divorce decree if member or spouse divorced within the last 5 years.
 - For minor children, documentation of court appointed guardian of the child's property or estate.



Casualty Benefits and Application Procedures, cont'd



- Veteran's Group Life Insurance (VGLI)
 - **This program allowed retirees, upon retirement, to convert their Servicemembers' Group Life Insurance (SGLI) to a 5-year renewable term policy to be effective on:**
 - **The 121st day after retirement provided the initial premium was mailed or otherwise delivered to OSGLI on or before the 120th day after retirement.**
 - **The day following the end of the 1-year period, if the member is totally disabled on the date of retirement, or the day following the date that total disability ends, whichever is earlier, but in no event prior to the 121st day after retirement.**
 - **The date an acceptable application and premium is received at the OSGLI within the 1 year following termination of SGLI.**

Casualty Benefits and Application Procedures, cont'd



- At the end of the term period, the insured (retiree) has a right to renew coverage for another 5 year period, or convert such insurance to an individual policy with any one of the participating companies.
- VGLI has no cash, loan, paid-up or extended insurance value.
- VGLI is issued up to a maximum of \$250,000 in \$10,000 increments, but not for more than the amount of SGLI the member had in force at the time of retirement.
- The program is administered by the OSGLI.
- The Department of VA supervises the program.



Casualty Benefits and Application Procedures, cont'd



■ VGLI Application Procedures

- More than 120 Day Retirees only
 - To file a claim application for VGLI, complete Form SGLV 8283, Claim for Death Benefits.
 - Mail original claim form with a copy of the death certificate to:
OSGLI
290 West Mt. Pleasant
Livingston NJ 07039-2747
- **Claim applications may require one or more of the following support documents. If required, mail to OSGLI with the SGLV 8283.**
 - **Divorce decree if member or spouse divorced within the last 5 years.**
 - **For minor children, documentation of court appointed guardian of the child's property or estate.**

Casualty Benefits and Application Procedures, cont'd



- Service Disabled Veteran's Insurance
 - **Members granted a service-connected disability but are otherwise in good health may apply to the VA for up to \$10,000 life insurance coverage at standard insurance rates within two years of being rated disabled.**
 - **Members 100 percent disabled may apply for a waiver of premiums.**
 - **Members eligible for the waiver may obtain an additional policy of up to \$20,000.**
 - **Premiums can't be waived on the additional (\$20,000) insurance.**



Casualty Benefits and Application Procedures, cont'd



■ SDVI Application Procedures

- For 120 Day and More than 120 Day Retirees
 - To file a claim for SDVI complete VA Form 29-4125, Claim for One Sum Payment.
 - Mail original claim form with a copy of the death certificate to:
Department of VARO & Insurance Center
Box 8079
Philadelphia PA 19101
 - Claim applications require one or more of the following support documents. If required, mail to the VARO Insurance Center, with the VA Form 29-4125.
 - Divorce decree if member or spouse divorced within the last 5 years.
 - For minor children, documentation of court appointed guardian of the child's property or estate.

AFPC



Casualty Documentation

Obtaining Documentation

AFPC



- CAR gathers and distributes the necessary forms and supporting documentation for eligible NOK claiming VA benefits. Coordination with the VARO prior to submitting claim will help determine required documentation (AFI 36-3002, Table 5.2)
- Documentation helps the VA determine:
 - Service Connected death
 - Benefits for each family member
- Documentation help AFPC/DPFCS
 - Respond to high level inquiries
 - NOK inquiries

Obtaining Documentation

AFPC



- The CAR obtains and distributes documentation on deceased members with surviving family members when requested by NOK, VA, HQ AFPC/DPFCS, other government agencies, or civilian insurance companies.
- Civilian insurance companies should send a release form from the NOK for:
 - Active Duty Members
 - ANG and USAFR who died in duty status (ADT, IDT, EAD)
 - AFRTOC cadets who died in military training
 - Members who died in AWOL or Deserter status
 - Personnel traveling to MEPS/BMTS
 - 120 Day retirees

Obtaining Documentation

AFPC



- Special Documentation Required for Suicide, Homicide, and Summary Courts Martial
 - CAR should coordinate with local AFOSI before obtaining documentation on suicide or homicide (See Table 5.1)
 - CAR should follow these guidelines for homicides
 - Obtain a copy of the court verdict against a beneficiary convicted of murdering deceased
 - AFPC/DPFCS will determine if other court verdict are needed
 - Place all casualty assistance services on hold until court verdict, keep AFPC/DPFCS advised of status
 - CAR should obtain documentation from investigations conducted under 10 U.S.C. 9711, chapter 945

Obtaining Documentation

AFPC



- CAR providing assistance will request documentation from appropriate CAR via e-mail, with AFPC/DPFCS as an info addressee
- CAR nearest the place of death will assist in obtaining and distributing documentation
- CAR's must comply with requests from other CARS to obtain and distribute documentation

Obtaining Documentation

AFPC



- CAR must inform NOK of their right to obtain a copy of all documentation on the case IAW Public Law 102-484
 - Documentation should be censored IAW AFI 37-132, AF Privacy Act Program. Warn NOK shocking photographs, do not include unless requested to do so by the NOK.
 - Assist NOK in obtaining other documentation by providing address and guidance for appropriate agencies.

Obtaining Documentation

AFPC



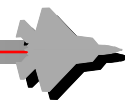
- Documentation for ANG, USAFR Casualties
 - Title 10 U.S.C., Armed Forces, Chap 75 requires the AF to certify the duty status and travel arrangements of AD, ADT, IDT ANG and USAFR members who die.
 - Statement from commander may be used if other documentation does not certify duty status.

Obtaining Documentation

AFPC



- Preparing Distribution of Documentation
 - Prepare cover memorandum listing documentation
 - Provide legible copies
 - Complete statement on any missing documentation
 - Include statement explaining any delay in obtaining documentation
 - Have documentation in foreign language translated
- Distributing Documentation
 - Distribute IAW attachment 36
 - Within 30 days of death
 - Inform AFPC/DPFCS and assistance CAR if documentation cannot be distributed by suspense date.



Retiree Deaths Occurring Within 120 Days After Retiring



- Reporting Retiree Death
 - Process same as active duty
 - Send ROUTINE precedence message or email same day or next duty day after learning of death
- Reporting General Officer Deaths
 - Process same as active duty
 - Immediately telephone AFPC/DPFCS upon notification
 - Send ROUTINE precedence message same day as notified

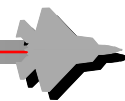
RETIREE DEATHS OCCURRING
WITHIN 120 DAYS AFTER RETIRING



- Message/Email Requirements
 - Retiree's Full Name
 - Retiree's Grade
 - Retiree's SSAN
 - Date Retired
 - Date and Place of Death
 - Unconfirmed Manner & Cause of Death
 - Name, Address, Relationship of NOK Assisted
 - CAR' Access to Retiree's Record



- Tele-fax & mail to AFPC/DPFCS
 - DD Form 93, Record of Emergency Data
 - VA Form SGLV 8286, SGLI Election and Certificate
 - Any VA forms related to SGLI in UPRG
 - DD Form 214, Certificate of Release or Discharge From Active Duty
 - Retirement Order



- Visits or Contacts with PNOK
 - CAR must visit PNOK at least once
 - Additional contacts may be made through the mail and/or by telephone if PNOK desires
- Additional Visits or Contacts
 - Contact PNOK at least once every:
 - 30 days for the first 4 months after member's death
 - 60 days (starting with 5th month) until case is closed



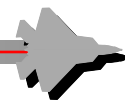
- Veterans Service Officer (VSO)
 - Have VSO at first visit with NOK
 - Brief VA benefits
 - Complete VA benefit applications
- VSO unable to be at first visit, CAR must:
 - Brief NOK on DIC
 - Complete DIC application
 - Mail DIC application with supporting documentation to Veterans Affairs Regional Office (VARO)



RETIREE DEATHS OCCURRING WITHIN 120 DAYS AFTER RETIRING, (Con't)



- Benefit Assistance to Parents
 - Send Benefit Advice Letter Parents
 - Not later than 15 days after first contact with PNOK
 - Located at Atch # 24, AFI 36-3200
- Civilian Death Certificate
 - Mail copy on all retirees to:
AFRL/HEDB, Brooks AFB TX



**Retiree Deaths Occurring
More Than 120 Days After Retiring**



RETIREE DEATHS OCCURRING MORE THAN 120 DAYS AFTER RETIRING



- MPFs with Defense Retiree and Annuitant Pay System (DRAPS) Capabilities
 - CAR obtains initial information from NOK to:
 - Report the death
 - Assist in completion of benefit claim applications
- If primary NOK doesn't live in CAR's area of responsibility, CAR immediately:
 - Calls responsible CAR
 - Provides all known information on deceased retiree
- Responsible CAR notifies the base Finance Service Office (FSO) and provides retiree's information

RETIREE DEATHS OCCURRING
MORE THAN 120 DAYS AFTER RETIRING

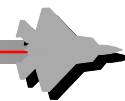


Information Provided to FSO

- Name
 - Social Security Number
 - Date of Death
-
- ****The Base FSO will notify DFAS-CL, and will provide the CAR with retiree's pay and beneficiary information****



- MPFs without DRAPS Capabilities
 - CAR obtains initial information from NOK to:
 - Report the death
 - Assist in completion of benefit claim applications
 - If primary NOK doesn't live in CAR's area of responsibility, CAR immediately:
 - Calls responsible CAR
 - Provides all known information on deceased retiree
 - Responsible CAR calls DFAS-CL

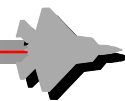


- Reporting General Officer Deaths
 - Immediately telephone AFPC/DPFCS upon notification and provide the following information:
 - Full name
 - Grade
 - Social Security Number
 - Date retired
 - Date and place of death
 - Unconfirmed manner and cause of death
 - Name, addresses, and telephone numbers of NOK
 - Date and place of funeral, if known

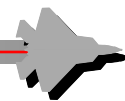


- Casualty Assistance

- Air Force provides assistance to family members and other designated beneficiaries
- Assistance includes:
 - Counseling regarding rights, benefits and entitlements
 - Filling out claim applications for monetary benefits and privileges
 - Resolving problems or concerns NOK may have



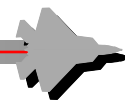
- Visits or Contacts with PNOK
 - PNOK must be offered a personal visit
 - Assistance by mail and/or telephone is authorized with PNOK's concurrence
 - Contact secondary NOK and estate executors according to their needs, as determined during initial contact with PNOK



- If assistance is by personal visit:
 - Provide the PNOK a clean, clear, legible copy of Attachment 22, Benefits for Dependents and Survivors of Retired Air Force Casualties
 - Explain and complete claim forms for applicable benefits
 - When making contact with PNOK, ask about status of benefit claims or applications already processed, and offer to help expedite settlement, if necessary



- If assistance is by mail and/or telephone, send the PNOK
 - A clean, clear, legible copy of Attachment 22, Benefits for Dependents and Survivors of Retired Air Force Casualties
 - Claim forms for applicable benefits, partially completed
 - An error-free cover letter tailored to the PNOK's needs



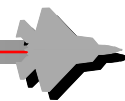
- Additional Visits or Contacts
 - Contact PNOK at least once every:
 - 30 days for the first 2 months after member's death
 - 60 days starting with 3rd month until case is closed
 - Make additional contacts based on problems encountered and PNOK's desires
 - Monitor the case for receipt of:
 - Unpaid Pay and Allowances (Arrears of Pay)
 - Survivor Benefit Plan (SBP)
 - Retired Servicemen's Family Protection Plan (RSFPP)
 - Dependency and Indemnity Compensation (DIC)

RETIREE DEATHS OCCURRING MORE THAN 120 DAYS AFTER RETIRING, (Con't)



- Benefit Assistance to Parents
 - Advise parents of their possible entitlement to VA and Social Security benefits, and how to apply
 - Not later than 15 days after first contact with PNOK
 - If the parents are the PNOK, advise them in person if assistance is by personal visit

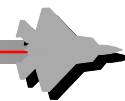
AFPC



**AIR FORCE FORM 58,
CASUALTY ASSISTANCE SUMMARY
(TRANSMITTAL)**



AF FORM 58, CASUALTY ASSISTANCE SUMMARY



■ General Information

- CARs must type and complete the form accurately and explain denied benefits or unusual situations
- Ensure every contact made with the NOK or agencies is fully documented in item 11
- Use bond paper to continue remarks. Place the member's name, grade, and SSN at the top of the page
- Use instructions in AFI 36-3002, Casualty Services, Attachment 23 to complete each item

AF FORM 58, CASUALTY

AFPC ASSISTANCE SUMMARY (Con't)

- Purpose of the AF Form 58
 - Official historical recording of assistance and benefits provided to NOK
 - Assists with answering questions years after the case is closed
- Used to transfer and close case files

AF FORM 58, CASUALTY

AFPC ASSISTANCE SUMMARY (Con't)

- Preparing the AF Form 58
 - Complete To and From blocks when transferring and closing the case file
 - Include DSN
 - Complete items 1 - 9 with the information required as indicated on the form

AF FORM 58, CASUALTY

AFPC

ASSISTANCE SUMMARY (Con't)



- Preparing the AF Form 58
 - Use instructions in Attachment 23
- Enter applied for and received dates in items 10A - I
 - If explanation is required, cross-reference the entry to item 12



AF FORM 58, CASUALTY

ASSISTANCE SUMMARY (Con't)



- Enter all contacts you make with the NOK or any agency contacted in item 11
- Use item 12 to further explain any item on the form
- E-mail closed/completed AF Fm 58 to:
afpc.dpdxi1@randolph.af.mil

AFPC



TRANSFERRING CASUALTY CASE FILES

AFPC ~~TRANSFERRING CASUALTY CASEFILES~~

- Don't Transfer an Active Duty Case File
 - When primary PNOK leaves the area temporarily
 - If PNOK doesn't want the case transferred
 - To an overseas installation without approval from AFPC/DPFCS

AFPC TRANSFERRING CASUALTY CASE FILES (Con't)

- To transfer an active duty case file, CAR:
 - Must obtain from PNOK:
 - Firm address and telephone number at new location
 - Projected date of arrival at new location
 - Immediately relay this new information to HQ AFPC and the gaining CAR

AFPC TRANSFERRING CASUALTY CASEFILES (Con't)

- Review AF Form 58, Casualty Assistance Summary (Transmittal) to ensure all items on the form, except addresses are:
 - Typed error-free
 - Legible
 - Up-to-date
- Send case file by certified mail, return receipt requested, to gaining CAR
 - Include the typed original, partially completed AF Form 58 (Do not complete items 13 and 14)
 - Complete “1st IND (indorsement) To” and “From” blocks

AFPC TRANSFERRING CASUALTY CASE FILES (Con't)

- Mail a copy of the AF Form 58 to:
 - HQ AFPC/DPFCS
 - DFAS-DE/FJPCA
- Keep a file copy of the AF Form 58 for 6 months
- Send a message or email to gaining CAR and info AFPC/DPFCS when case file is mailed, and provide:
 - Information on assistance provided to and completed for PNOK
 - PNOK's new address and telephone number

AFPC TRANSFERRING CASUALTY CASEFILES (Con't)

- PNOK's projected date of arrival at new address
- Request gaining CAR to contact you (the losing CAR) if the case file does not arrive within 10 calendar days

AFPC ~~TRANSFERRING CASUALTY CASEFILES~~ (Con't)

- Gaining CAR must contact PNOK within 24 hours of the NOK's projected date of arrival at new address
 - Make initial contact by telephone
 - Find out if NOK has any immediate concerns or problems
 - Confirm address
 - Offer a casualty assistance visit

AFPC TRANSFERRING CASUALTY CASEFILES (Con't)

- A casualty assistance visit to the PNOK is mandatory whenever:
 - An Active Air Force, Air National Guard, or United States Air Force Reserve member dies or is declared missing
 - A Retiree dies within 120 days of retiring
- Offer a casualty assistance visit to any beneficiary besides the PNOK, or assist them by mail and telephone if they agree

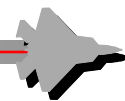
AFPC



CONDOLENCE LETTER

CONDOLENCE LETTER

AFPC



- The Air Force ensures NOK listed in items 4 thru 7 of the DD Form 93 receive a proper expression of sympathy whenever a military member is declared deceased.

When to Send a Condolence Letter

- When NOK are already aware of the circumstances
- Whenever a circumstance letter isn't required

CONDOLENCE LETTER (Con't)

AFPC



- When Not to Send a Condolence Letter
 - When NOK who through malicious actions might have contributed to the member's death

CONDOLENCE LETTER (Con't)



- Member's Commander
 - Is responsible for providing the condolence letter
 - Any commander in the member's chain of command may send a letter of condolence
 - Send condolence letters to NOK of deceased members within 5 calendar days from date NOK were personally aware or notified of the death
 - Before mailing to NOK, the CAR must review all condolence letters

CONDOLENCE LETTER (Con't)



- ANG or USAFR Commanders
 - The ANG or USAFR commander of the unit to which the member was permanently assigned will write condolence letters
- Temporary Duty (TDY) Commander
 - For members assigned TDY, the member's commander, not the TDY commander, will write the condolence letter

CONDOLENCE LETTER (Con't)

AFPC



- CAR's Responsibility
 - Reviews all condolence letters before the commander mail them to the NOK:
 - Ensure compliance with AFI 36-3002, Casualty Services
 - Verify that no conflict exists between information previously furnished by message to AFPC/DPFCS and information in the letter

CONDOLENCE LETTER (Con't)

AFPC



- Fax or mail a copy of the condolence letters to AFPC/DPFCS the same day the original is mailed to the NOK
- Retains a copy of all condolence letters in the case file

CONDOLENCE LETTER (Con't)



- Guidance for Preparing Condolence Letter
 - Include known facts about the member, and if appropriate, include complimentary remarks about:
 - Character
 - Personality
 - Achievements
 - Do not mention posthumous awards, decoration, or promotion
 - Tailor each letter to the individual case and its circumstances

CONDOLENCE LETTER (Con't)

AFPC



- Use letterhead stationery without captions and the personalized format discussed in AFI 37-126, for all originals and copies
- Date all letters and copies
- Identify the casualty by full grade and name in the opening paragraph
 - EXAMPLE: Airman First Class John J. Smith, Jr.

AFPC



■ Questions?

AFPC



CIRCUMSTANCE LETTER

CIRCUMSTANCE LETTER

AFPC



- The Air Force ensures that the next of kin (NOK) listed in items 4 through 7 of the DD Form 93, Record of Emergency Data, are informed of the circumstances whenever a military member is declared:
 - Deceased
 - Missing

CIRCUMSTANCE LETTER (Con't)

AFPC



- When to Send a Circumstance Letter
 - Circumstance letters provide the NOK with as complete as possible information concerning events leading up to and surrounding the death or missing status of the member
 - Letters are always sent to NOK when members are declared missing

CIRCUMSTANCE LETTER (Con't)

AFPC



- Letters for members declared deceased are sent to NOK:
 - Unaware of the circumstances
 - Notified of the casualty by an unofficial source such as another family member or a friend of the casualty
 - Notified by an Air Force notification officer other than the member's commander or designated representative

CIRCUMSTANCE LETTER (Con't)

AFPC



- When Not to Send a Circumstance Letter
 - Circumstance letters are not sent to NOK:
 - When the member is declared duty status-whereabouts unknown (DUSTWUN)
 - Who were present at the time the casualty occurred and are aware of the circumstances
 - Who were informed, in person, of the circumstances by the member's commander or designated representative

CIRCUMSTANCE LETTER (Con't)

AFPC



- Who were informed of the circumstances by an official source other than the Air Force
 - Applies to an individual or agency in a position of authority such as:
 - Police department
 - Physician
 - Coroner
- Who are children residing with the primary NOK, unless requested by the primary NOK

CIRCUMSTANCE LETTER (Con't)

AFPC



- Member's Commander
 - Circumstance letters are the responsibility of the member's commander
 - Send circumstance letters to the NOK of deceased members within 5 calendar days from the date the Air Force notified the NOK of the casualty

CIRCUMSTANCE LETTER (Con't)

AFPC



- Commanders send a circumstance letter to NOK within 5 calendar days of:
 - Declaring a member missing
 - Terminating a search
- Include the following information in a circumstance letter sent after a search is terminated:
 - The circumstances surrounding the missing status
 - Details of extent, duration, and results of the search
 - Whether electronic surveillance will continue
 - A statement that the Air Force is compiling a detailed report containing all known information about the incident

CIRCUMSTANCE LETTER (Con't)

AFPC



- Commanders should refer letters from NOK of missing personnel, along with any information that would be helpful in answering their questions to HQ AFPC, Missing Persons Branch (DPFCM)
- If commanders feel obligated to personally reply to letters from NOK, they must send their reply to HQ AFPC/DPFCM for approval before mailing it to the NOK

CIRCUMSTANCE LETTER (Con't)

AFPC



- Temporary Duty (TDY) Commander
 - If the member was assigned TDY, the TDY commander writes the circumstance letter

CIRCUMSTANCE LETTER (Con't)

AFPC



- Second or Subsequent Circumstance Letters
 - When an investigation, an autopsy, or a medical examiner's or coroner's report reveal cause or circumstances originally reported to NOK were incorrect:
 - The CAR or unit commander immediately notifies HQ AFPC/DPFCS by telephone
 - Member's commander or AFPC/DPFCS decide whether to send the NOK a second or subsequent circumstance letter describing the new findings
 - The CAR or unit commander notifies AFPC/DPFCS before sending updated circumstance letters

CIRCUMSTANCE LETTER (Con't)

AFPC



- Sensitive New Information
 - The CAR or unit commander immediately notifies AFPC/DPFCS by telephone of new sensitive information that the Air Force might need to report to the NOK
 - EXAMPLE: If the Air Force discovers that a casualty initially reported as killed by enemy fire was actually killed by friendly fire, the commander would, with AFPC/DPFCS's approval, personally advise the NOK

CIRCUMSTANCE LETTER (Con't)

AFPC



- CAR's Responsibility
 - Reviews all circumstance letters before the commanders mail them to the NOK:
 - Ensure compliance with AFI 36-3002, Casualty Services
 - Verify that no conflict exists between information previously furnished by message to AFPC/DPFCS and information in the letter

CIRCUMSTANCE LETTER (Con't)

AFPC



- Fax or mail a copy of the circumstance letter to AFPC/DPFCS the same day the original is mailed to the NOK
- Retains a copy of the circumstance letters in the case file

CIRCUMSTANCE LETTER (Con't)

AFPC



■ Guidance for Preparing Circumstance Letter

- Commanders must include all circumstances relevant to the casualty in the letter
 - Avoid a shocking narrative of the incident
 - If the member's conduct was improper, the facts should be related as truthfully, tactfully, and with as much empathy as possible
 - Include known facts about the member, and if appropriate, include complimentary remarks about:
 - Character
 - Personality
 - Achievements

CIRCUMSTANCE LETTER (Con't)

AFPC



- Don't mention posthumous awards, decoration, or promotion
- Tailor each letter to the individual case and its circumstances
- The commander may write one letter to all minor children living with a member's former spouse, or a guardian
- Use letterhead stationery without captions and the personalized format discussed in AFI 37-126
- Date all letters and copies
- Identify the casualty by full grade and name in the opening paragraph
 - EXAMPLE: Airman First Class John J. Smith, Jr.

CIRCUMSTANCE LETTER (Con't)

AFPC



- Guidance for circumstance letters written to NOK of foreign nationals who were in the United States under the auspices of the Air Force
 - Do not mail the letters directly to the NOK
 - Mail the letter, with a letter of transmittal to the Air Force International Affairs Division (HQ USAF/CVAI), Washington DC for:
 - Translation into appropriate foreign language
 - Forwarding to the foreign country
 - Send a copy to HQ AFPC/DPFCS showing date mailed to HQ USAF/CVAI)

AFPC



■ Questions?

AFPC



CASUALTY NOTIFICATION



CASUALTY NOTIFICATION



- The Air Force provides dignified, compassionate, and humane notification to family members and other designated persons as promptly as possible after a member is placed in a casualty status
- For personnel in the following categories, casualty notification will be made in person by an Air Force representative whenever feasible:
 - Deceased
 - Duty status-whereabouts unknown (DUSTWUN)
 - Missing

CASUALTY NOTIFICATION (Con't)

AFPC



- The member's commander, or a designated representative (field grade officer from the member's unit), or AFPC/DPFCS notifies NOK by telephone for:
 - Incapacitating Illness or Injury (III)
 - Not Seriously Injured (NSI)
 - Seriously Ill or Injured (SI)
 - Very Seriously Ill or Injured (VSI)

CASUALTY NOTIFICATION (Con't)

AFPC



- HQ APFC/DPFCS
 - Cooperates with installation commanders in the notification process
 - Assists in notification process at the request of the reporting base CAR by:
 - Ensuring casualty notifications are made to NOK not residing on or in the vicinity of the reporting base
 - Identifying and directing other installations or officers to make personal notification
 - Making telephone notifications
 - If a CAR isn't available, provides guidance to the notification officer

CASUALTY NOTIFICATION (Con't)

AFPC



- Installation Commander
 - Ensures an appropriate officer notifies the NOK of casualties:
 - On members assigned to their installation
 - Occurring on or in the vicinity of their installation
 - Resulting from activities associated with their installation
 - Decides whether to notify NOK of non-DoD civilians who become casualties on their installation during
 - An orientation flight.
 - A civic leader tour airlift

CASUALTY NOTIFICATION (Con't)



- Medical Treatment Facility (MTF) Commanders
 - Ensures family members are notified when a member is injured, death is imminent or dies at an Air Force MTF
 - Notification may be made by the:
 - Attending physician
 - Member's commander or designated representative
 - MTF commander

CASUALTY NOTIFICATION (Con't)

AFPC



- Casualty Assistance Representative (CAR)
 - Provides guidance to the notification officer prior to a casualty occurring
 - Gives the notification officer a copy of AFI 36-3002, Attachment 16, Casualty Notification Officer Checklist, prior to a casualty occurring
 - Ensures all notification officers have reviewed the Casualty Notification film prior to a casualty occurring

CASUALTY NOTIFICATION (Con't)

AFPC



- If the casualty is an active duty military member all primary NOK, secondary NOK, and other persons listed on the DD Form 93, Record of Emergency Data, will be notified
- Persons to be notified include:
 - Spouse
 - Children, not living with the spouse or with the persons to be notified
 - Parents
 - Persons listed on the DD Form 93 who will receive monetary benefits

CASUALTY NOTIFICATION (Con't)

AFPC



- Other persons identified in item 13 of the DD Form 93, or in the remarks of the vRED, to be notified
- Persons listed on the Form SGLV 8286, SGLI Election and Certificate
- If the casualty is a DAF or DoD civilian employee notify the NOK based on information in the employee's personnel records

CASUALTY NOTIFICATION (Con't)

AFPC



- Selection of Military Unit and Personnel to Effect Notification
 - The Air Force activity nearest to the NOK's residence is tasked to accomplish the casualty notification:
 - Active duty bases
 - Geographically Separated Units (GSU)
 - Air Force Reserve Officer Training Corps (AFROTC) Detachments
 - United States Air Force Reserve (USAFR) units
 - Air National Guard (ANG) units

CASUALTY NOTIFICATION (Con't)

AFPC



- Active Air Force, ANG, and USAFR field grade (Majors or above) officers and of equal or higher grade than the member they report on, are assigned the responsibility for personal notification as directed by AFPC/DPFCS or the installation commander
 - EXCEPTION: AFPC/DPFCS may assign other officers to notification duty
- The casualty notification responsibility:
 - Is on behalf of the Air Force Chief of Staff
 - Has priority over all other duties, except in emergencies
 - Is accomplished in service dress uniform (unless it will delay notification for high level incidents)

CASUALTY NOTIFICATION (Con't)

AFPC



- Notification Team Composition
 - If NOK live on or near member's installation, the member's wing, group, or squadron commander (or other officer, as determined by the installation commander) makes the notification
 - Medical personnel (i.e., doctor, nurse, or medical technician) and an Air Force chaplain accompany the notification officer, if available, to attend to any reaction of the NOK
 - Personnel are required to be in the Service Dress Uniform with the exception of the medical technician who can wear hospital whites (they remain in the vehicle unless needed)



- Transportation for Notification Officer or Team
 - The CAR, with help from the Transportation Officer, provides a military vehicle for the notification officer
 - Use only sedan or station wagon
 - Use military vehicles when available; otherwise, use of a privately owned vehicle (POV) is authorized
 - Use of cell phones are highly encouraged.
 - Contact your base communications for support and write into your supplement



- When travel must be performed by use of a POV, submit SF 1164, Claim for Reimbursement for Expenditures on Official Business, to the local Finance Service Office for reimbursement of expenses
- Reimbursements of expenses are chargeable to unit operation and maintenance (O&M) funds



- Location of the NOK
 - The last known address (with any directions) of the NOK will be provided by:
 - The CAR if reporting base is also required to make the notification
 - HQ AFPC/DPFCS if reporting base is not making notification



- Inability to Locate NOK
 - If it appears the NOK is not at home, the notification officer should contact neighbors, police department, or local postmaster for information regarding NOK's whereabouts
 - If the notification team cannot locate the NOK, or NOK has moved from the area, the notification officer should immediately contact AFPC/DPFCS by telephone from the area for further guidance
 - Provide AFPC/DPFCS with information concerning attempts to contact the NOK
 - Follow instructions provided by AFPC/DPFCS



- Making the Notification
 - AFPC/DPFCS will telefax the notification letter to the CAR or notification officer, which must be retyped and delivered to the NOK on behalf of the Air Force chief of Staff
 - The CAR will provide the notification officer with:
 - Notification procedures briefing
 - Notification letter
 - Address of the NOK
 - Advice/instructions if problems occur
 - Map of the area, if available
 - Transportation
 - HQ AFPC/DPFCS's toll free number



- The notification officer must be alert to the needs of the NOK and represent the Air Force in a professional manner
 - Being prepared, sincere, and alert to the needs of the NOK at time of notification will reduce some of the shock that is normal under these circumstances
- Stereotyped procedures are not appropriate
- As a minimum, the notification officer should:
 - Identify himself or herself as a representative of the Air Force Chief of Staff



- Example: “I’m Major Thompson, a representative of the Air Force Chief of Staff, from the 12th Flying Training Wing at Randolph Air Force Base, Texas”
- Make sure they are speaking to the correct person(s)
 - Once they arrive at the residence and have identified themselves, confirm the identity of the NOK
 - Example: “Are you Mr.. James C. Doe? Are you the father of Airman John C. Doe?”



- If at least one person to be notified is home, state that they have an important message to deliver and ask permission to enter the residence
- Paraphrase the circumstances as described in the notification letter
 - Example: “On behalf of the Chief of Staff, United States Air Force, it is with deep regret that I inform you that your son, Airman John C. doe, died in California today as the result of injuries received in an automobile accident.” *Then they should paraphrase any additional circumstances that may be contained in the notification letter*



- Don't hurry the words; speak as naturally as possible
- Don't extend overly sympathetic gestures that may be taken the wrong way
- Don't physically touch the NOK in any manner unless there is shock or fainting; if necessary, summon the medical representative on the team
- Avoid making detailed statements about the incident



- State that the deceased member's Commander will send a letter explaining the circumstances of the incident
 - If the notification officer is the member's commander or a designated representative and has first-hand knowledge of the circumstances, he or she may give the NOK additional information
- Give the error-free notification letter to the NOK, if applicable
- Refer the NOK to:
 - AFPC/DPFCS for information on overseas casualties
 - The home installation commander for information on CONUS casualties



- Informing the NOK
 - The notification officer will:
 - Inform NOK eligible for casualty assistance that a CAR will contact them within 24 hours to arrange for a casualty assistance visit at their convenience
 - Only if stated in the notification letter
 - State, as indicated in the notification letter, that the NOK will be contacted by the mortuary officer from the Headquarters, Air Force Mortuary Services, San Antonio, Texas, regarding mortuary affairs



- Verify NOK's home address and home telephone number
- Obtain any information from the NOK as requested from DPFCS (i.e., notification and/or location of other family members)



- Information not to be discussed with NOK
 - Defer all questions about survivor benefits, burial, or similar matters to the qualified persons responsible for discussing these items
 - Do not address the following subjects with the NOK:
 - Compensation-related questions dealing with insurance, gratuities, arrears of pay and so forth
 - Subjects will be discussed by the appropriate base CAR



- Questions relating to line of duty, negligence, errors or judgment or the responsibility of other personnel concerned with the incident
- Questions relating to mortuary affairs
 - The mortuary affairs officer will discuss details with the NOK



- Procedures for the notification officer, if primary NOK wish other NOK to be notified
- Ask the primary NOK if they wish for other NOK:
 - To be notified by the Air Force
 - If they wish to make the notification themselves
 - If the primary NOK wants to notify other NOK, encourage them to do so before you depart the residence



- Obtain the following information on other NOK being notified by the primary NOK:
 - Name(s)
 - Relationship (to the member)
 - Address(es)
 - Telephone number(s)

- If the Air Force is to make notification to other NOK, obtain their correct:
 - Name(s)
 - Relationship (to the member)
 - Address(es)
 - Telephone number(s)



- Provide all information obtained from the primary NOK to AFPC/DPFCS as soon as possible
- Stay with the NOK as long as needed, but depart the residence in a professional manner and within a reasonable period of time
- If at all possible, don't leave the NOK by themselves
- Encourage the NOK to contact a relative, neighbor or friend to stay with them



- Verification of Notification
 - After notification is complete, the notification officer telephones DPFCS, using their toll free number, as soon as possible from the NOK's area but not from their home with:
 - Time notification completed
 - NOK's address
 - NOK's telephone number
 - Any unusual events or comments made by NOK
 - Information on NOK Air Force is to notify



Servicemembers' Group Life Insurance (SGLI)
and
Family Member Servicemembers' Group Life
Insurance (FSGLI)

SGLI

AFPC



- The SGLI program was designed to provide members of the Armed Forces insurance in the event of their death
- The Office of Servicemembers' Group Life Insurance (OSGLI) is the administrative office for the SGLI program
- SGLI is a group life insurance policy purchased from a commercial life insurance company by the Department of Veterans' Affairs



- The maximum amount of basic insurance for each member is \$250,000
- The insurance issued under the group policy is term insurance
- There are no loan, cash, paid-up, or extended insurance value



- Members automatically covered for the maximum basic amount are those on:
 - Active duty
 - Active duty for training (ADT)
 - Inactive duty for training (IDT)
 - Members of the Ready Reserve



- Members must complete form SGLV 8286, SGLI Election and Certificate to enroll:
 - For maximum basic coverage
 - To elect less than the maximum basic coverage
 - To decline coverage entirely



- Cost and Method of Payment
 - Members pay normal cost (premium) of the insurance
 - A deduction in pay is made each month members are insured
 - Properly deducted costs are not refunded
 - SGLI is available in increments of \$10,000 up to a maximum of \$250,000 coverage, at \$.65 per \$10,000 on 1 Jul 03



- Advice to New Members
 - Upon enlisting or reporting for active duty, active duty for training, or inactive duty training, new members should be familiar with the automatic features of SGLI:
 - The immediate insurance protection of \$250,000
 - Cost of insurance
 - How premiums will be paid

- New members should be counseled that SGLI:
 - Should be considered as a supplement to and not a substitute for any other insurance, commercial or otherwise
 - Because of the low cost, SGLI is desirable additional protection
 - That they may not be able to, for health reasons, buy insurance after discharge



- SGLI is forfeited when an insured member is guilty of:
 - Mutiny
 - Treason
 - Spying
 - Desertion
 - Refuses, because of conscientious objections, to perform service in the Armed Forces of the United States
 - Refuses to wear the uniform



- Assignment, Taxation and Claims of Creditors
 - SGLI and VGLI proceeds are not assignable
 - Payments of benefits to a beneficiary are exempt from taxation
 - Payments of benefits are not subject to claims of creditors of the insured or creditors of the beneficiary except certain claims of the United States



- Termination of Coverage
 - Members on active duty or active duty for training under a call or order that doesn't specify a period of less than 31 days
 - 120th day after separation or release from duty
 - 31st day of continuous period of:
 - Absence without leave (AWOL)
 - Confinement by military authorities under a court-marital sentence involving total forfeiture of pay and allowance



- Confinement by civilian authorities under sentence adjudged by a civilian court
- The last day of the month in which member files written notice of an election not to be insured



- Reduction or Cancellation of SGLI
 - Members who want less than the maximum coverage, or no insurance must complete a new Form SGLV 8286
 - Request for reduced or no coverage made prior to any legislated increase in coverage have no effect under the new law
 - Reduction or cancellation will be effective at midnight on the last day of the month in which the form is received



- MPF Customer Service Element and Commander Support Staff Actions
 - When a Form SGLV 8286 is properly completed, it must be signed and dated by the member and an authorized witness
 - Completed form serves as the basis for:
 - Establishing payroll deductions
 - Authorizing collections in a reduced amount or none at all



- Distribution of Form SGLV 8286:
 - 2 copies must be filed in section 1 of member's UPRG, after completion of the JUMPS transaction update
 - One copy must be given to the member.



- Maximum coverage (\$2500,000) previously declined or reduced, is automatically restored without evidence of good health when a member reenters on duty even when there is no break in service
- Coverage in the amount terminated together with any beneficiary designation, is automatically restored as of the date the member is restored to duty with pay, if coverage was terminated because of:
 - AWOL
 - Civil confinement under a sentence adjudged by a civilian court
 - Military confinement under a court-martial sentence involving total forfeiture of pay and allowances

- Request for Insurance-Active Duty and Reserve Members
 - If a member, other than a Retired Reservist, elects to cancel or reduced SGLI coverage, or elects not to be insured under SGLI at all, and later wants to obtain basic SGLI coverage, a written request must be made by the member through the MPF or CSS



- If all medical questions on the form SGLV 8285 are answered “NO,” complete”
 - Complete a new form SGLV 8286
 - Complete appropriate Joint Uniform Military Pay System (JUMPS) update
 - File forms SGLV 8285 and 8286 with the old SGLV 8286 in Section 1 of member's UPRG



- The Request must be made on form SGLV 8285, Request for Insurance
 - Part I - Completed by member (in accordance with instructions contained on the back of the form), and signed in the presence of the member's commander
 - Part II - Completed by member's commander



- If any of the medical questions are answered “YES” upon obtaining the commander’s signature
 - File original copy of form SGLV 8285 with the current form SGLV 8286 in Section 1 of the member’s UPRG
 - Forward a copy of the completed SGLV 8285 to OSGLI
 - Don’t complete the JUMPS transaction update until receipt of OSGLI’s acceptance decision



- If accepted:
 - Complete a new form SGLV 8286
 - Complete the appropriate JUMPS update
 - Print 3 copies of the JUMPS update
- If rejected:
 - Ensure member is advised of the rejection
 - File copy of form SGLV 8285 returned from OSGLI with form SGLV 8286 in Section 1 of the member's UPRG

- Designation of Beneficiaries
 - Members may designate as principal or contingent beneficiary any person, firm, corporation or legal entity (including their estate) individually or as a trustee
 - Active duty and Reserve members must complete form SGLV 8286, part 2, whenever they make a beneficiary designation or change a previous designation
 - Members should be encouraged to name a specific beneficiary
 - Use of “By Law” designation should be discouraged



- If member doesn't want to designate a specific beneficiary but prefers the proceeds be paid in the order of precedence, the member must enter "By Law" by their own hand (printed or cursive) in part 2 of the form SGLV 8286
- The proceeds will automatically be paid in the order of precedence:
 - Surviving spouse
 - Child or children of the member, in equal shares
 - Parents in equal shares
 - A duly appointed executor or administrator of member's will



- Instances when a member should clearly designate a specific beneficiary:
 - Has a parent who has remarried but both natural parents are living
 - Is divorced and remarried, but has children residing with the first spouse
 - Has no immediate NOK and wants a distant relative or friend to receive the proceeds



- Unusual Beneficiary Designations
 - When a member is survived by a spouse, children or parents, and designates some other person or entity as beneficiary
 - Tactfully counsel the member to the fact that the SGLI Act was specifically designated to provide some form of security for spouse, children or parents – but be sensitive to the member's wishes, don't pry.



- If the member elects to continue with the unusual designation, a memorandum indicating that this was discussed with the member should be placed in the member's UPRG as a matter of record
- Under no circumstances should a member be compelled to designate any beneficiary other than one of their own choosing



- Preparation of Form SGLV 8286
 - Upon in-processing at a new duty station, all members should:
 - Be briefed on SGLI
 - Review their current form for currency and accuracy



- The SGLI form is used to:
 - Designate (or change) beneficiary(ies) either
 - Devolve by law, or
 - Naming of a specific beneficiary(ies)
 - Designate payment of insurance proceeds
 - Reduce insurance
 - Cancel insurance



- Prepare the form SGLV 8286 using the instructions provided with the form
 - Print the form in 3 copies – usually automatic.
 - The form cannot contain erasures, corrections, or changes
- Individual preparing the form checks the form for completeness
 - The form is completed and **witnessed at time member makes the election**
 - The form isn't prepared, or witness' signatures affixed, in advance

SGLI, cont.

AFPC



- **“The uniformed services should also retain all instructions, notifications and other declarations or elections submitted by its insured members and should make proper certifications as required. Particularly important are the elections by members to cancel or decline insurance. Such records are to be maintained in the member’s personnel folder during his or her full period of duty, and should be retained in the records maintained by the uniformed service following the member’s separation or release from duty.”**
- **Except from: SGLI and VGLI Insurance Handbook, H-29-98-1, June 18, 2002, Chapter 13, paragraph 1301.**



- Processing Requests for SGLI Premium Reimbursement
- If a member claims the SGLI deduction exceeds the level of coverage review SGLV 8285 and/or SGLV 8286 and LES to determine if reimbursement is warranted.
 - Submit a Case Management System (CMS) case
 - SCAN and include in the CMS case, or send a fax to AFPC/DPFCS with:
 - Member's name, rank, SSAN, and an explanation of the circumstances
 - All LESs showing the incorrect deduction
 - Applicable SGLI Certificate/Form
 - MilPDS update verification



Application for Correction of Military Records

- If the member requests a reimbursement for overpayment of premium deductions, for any reason other than the MPF erroneously updating the wrong election, or the update failed, the member must submit a DD Form 149, Application for Correction of Military Records, to the Secretary of the Air Force, Review Board Office. (Address is on the back of the form)

FSGLI

AFPC



- Automatic Coverage unless declined in writing
- Up to \$100K for spouse – not to exceed member's level of coverage
- \$10K free coverage for children
- Coverage begins at birth (not fetal death)
 - Up to age 18 or 23 if enrolled in full-time school – unless disabled (disability had to start before age 18)
- Coverage continues free for 120 days past termination of coverage
 - Decline; divorce; death; separation or retirement

FSGLI

AFPC



- Mil to Mil Couples are automatically covered
- Must be loaded into each other's DEERS file to be charged correct premiums
 - Based on age of spouse and level of coverage
- Mil to Mil not paying are still covered – but accruing a debt – a big debt!

AFPC



INITIAL CASUALTY VISIT

AFPC INITIAL CASUALTY VISIT



- Casualty Assistance Includes:
 - Counseling regarding rights
 - Help with filing applications for benefits and privileges
 - Resolving issues and problems
- Initial visit is the most difficult part of the assistance process.
 - The CAR has no idea what to expect. The grieving process is different with every case. Always expect the unexpected.

AFPC **COUNSELING TECHNIQUES**



- Everyone counsels differently
 - Standardized approaches to counseling
 - Efficient
 - Thorough
 - Compassionate
- Be a “GOOD LISTENER”
- Be observant of conditions of the family



- Preparation for the initial visit is very important
- **VERIFY...VERIFY...VERIFY...**
 - Verify that the NOK that you are about to visit is actually entitled to the benefits you are to counsel (SGLI, DIC, Gratuity, AOP)
 - Verify Amounts of money you are going to counsel, are correct (SGLI, DIC, DG,)
 - Type all applications for benefits prior to the visit

PREPARATION

AFPC



■ Death Gratuity Check

- Notify your local Finance Office well in advance of initial visit
- You will need to furnish copies of the following:
 - DD Form 93
 - Initial Death Report
 - Beneficiaries Social Security number
 - Names of the two witnesses on the DD Form 397
Claim Certification and Voucher for Death
Gratuity Payment

PREPARATION

AFPC



- Initial Contact:
 - Normally made by phone to schedule :
 - Date
 - Time
 - Location of appointment
 - Schedule at the convenience of the family
 - Try to coordinate your visit with the mortuary officer for the same day either before or after
 - Contact must be made within 24 hours of notification of death

Counseling Do's and Don't's

AFPC



■ Do

- Allow the family to talk about their loved one
 - Listen quietly
 - If you feel compelled to speak, say something like, "You must be very proud."

■ Don't

- Keep bringing the conversation back to YOU...
 - This about them, not you.

Counseling Do's and Don't's

AFPC



■ Do

- Recognize immediately that they are either in shock or grief
 - Let them know you recognize that they are grieving – “Please accept my condolences for your loss.” “I’m sorry for your loss.”
- Allow them to grieve
- Sometimes quiet time is best
- Listen to their needs – find out what they want from the Air Force

■ Don't

- Rush the family
- Change the subject – listen.

Counseling Do's and Don't's

AFPC



■ Do

- Allow them to ask questions – even when you know you will refer them – sometime they just need to talk.
- Refer them to the right place for help – but, it's best if you take the question and get it to the right person for them.

■ Don't

- Rush the family
- Change the subject – listen.
- Share your war stories unless they ask.

COUNSELING PROCEDURES

AFPC



Never go on an initial
visit alone

- Utilize CAST team members
- Military presence
- **NEVER** be late for the appointment
 - or too early



- Before going up to the door:
 - Verify address
 - Rehearse :
 - Name of Next of Kin
 - Member's Name, Rank, Squadron, Base Location
- Once in the home:
 - Ask to sit at a kitchen/dining room table
 - Documents to sign and witness



- Counseling privacy:
 - If the house is full of friends and relatives:
 - Ask if NOK would not mind designating one or two people to sit in on the counseling session to eliminate confusion.
 - Counsel on one item at a time
 - Speak slowly, clearly, and in normal tones
 - *Do Not use Acronyms*
 - *“The VA DIC is offset by the DFAS SBP.”*
 - *“Sign the 1174 and we’ll send it to DFAS to get you the AOP.”*

AFPC **COUNSELING PROCEDURES**



- Be familiar with the Air Force Form 58, and Casualty Assistance Pamphlets (AFPAMs 36-2027 and 3028)
- Use the AF Form 58 as a checklist/guide for your counseling session
 - Explain that this will be used to track and document entitlements applied for and received

AS A COUNSELOR

AFPC



- Cover the portions of the Casualty Assistance Pamphlet that pertains to the family member you are assisting.
- Explain why certain benefits and entitlements do not apply
 - Save confusion and answer questions that might come up later

AFPC COUNSELING PROCEDURES

- Initial Visit

- Deal with the following four benefits unless it is logistically impossible:
 - Death Gratuity Check
 - Servicemember's Group Life Insurance (SGLI)
 - Unpaid Pay and Allowances
 - Dependency and Indemnity Compensation (DIC)
- Other benefits and items to be counseled can be saved for a subsequent visit

COUNSELING PROCEDURES

AFPC



- Death Gratuity Pay
 - **NEVER** use these words, “Here is your Death Gratuity Check”
 - Instead, explain that every service member’s family receives this for any immediate expenses that might occur.
 - Explain that the amount of money received does not reduce any other benefit that he/she will be entitled to.

COUNSELING PROCEDURES

AFPC



- Servicemember's Group Life Insurance
- Always verify the amount of coverage!
 - Explain to the NOK:
 - Amount of Coverage
 - Time frame for Payment of Claim (3-4 weeks)
 - Discuss the need for NOK to consult a financial planner.



- Unpaid Pay and Allowances
 - Explanation of application process
 - NOK signature on SF 1174
 - Includes:
 - Pay due the member from last pay to date of death
 - Unused leave
 - Basic Allowance for Housing (BAH)
 - Unpaid travel pay
 - Unpaid bonuses

AFPC

COUNSELING PROCEDURES



- Subsequent Visit
 - ID Card(s)
 - Other benefits in Attachment 21 not yet applied for on initial visit

AFPC



Casualty Services Quiz



FEEDBACK

